

Proposal



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Appendix 1: Testimonials

Executive Summary

HOW TRADES GROUP CAN ASSIST YOUR ORGANISATION OR COUNCIL

1. Trades Group offers one-stop building services for insurance companies and local councils.

Trades Group is a building services company that specialises in working 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 operate through six integrated divisions: Trades Make Safe, Trades Restoration, Trades Hire, Trades Fabrication, Trades Concreting and Trades Design Build. This means it takes just one phone call, email or SMS to access any or all of the tradespeople your organisation needs – let us organise the one tradesperson or varied team of qualified tradespeople required to get the job done.

Trades Group is different to other companies of its type because it is run by tradespeople. The business owner, Jarrod Hennig, is a qualified roofer and expects to achieve his domestic builder's licence in 2014, and our division heads are also qualified tradespeople. All our division heads work in the field either directly on client work or supervising teams on larger projects.

When you contact Trades Group, you will be dealing directly with an experienced tradesperson who has first-hand knowledge of what skills and resources will be required to complete your task, project or schedule.

We will undertake tasks of any size, such as: make safes or simple repairs; a regular maintenance schedule; extensive repairs and renovations; extensions and new buildings; or putting together a team of tradespeople (single or multiple types) to work anywhere in Australia after an insurance event (e.g. floods, hailstorms).

2. Trades Group tradespeople are qualified and experienced in the work that they do.

Although Trades Group is a young company, its division heads are qualified and experienced tradespeople (10-20 years' experience) who have worked together for more than eight years.

The tradespeople chosen to work in Trades Group have been personally selected by the division heads from their previous associations and experience in the building industry. Every tradesperson is certificate-qualified and has at least three years of experience (and usually a lot more) in building-related trades.

We check each tradesperson's references and inspect and assess their recent work as part of the qualifying process. They are inducted into our methods of operation and required to sign up to our Code of Conduct.

Trades Group's division heads and many of its tradespeople have extensive experience working with the insurance industry through the gamut of building services, directly with APIA and through Claim Central and Johns Lyng Group.

3. We provide professional, top quality work at a fair price.

Trades Group's operations are based on the values of: professionalism; first-class customer service; top-quality workmanship; and excellent communication.

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

and that we must provide a first-class experience to our clients and their customers, to whom we often deliver the end services.

We work to Australian Standards, as a minimum, and our tradespeople take pride in their workmanship and satisfaction in a job well done. We back the quality of our workmanship with a seven-year guarantee.

Trades Group has systems and rules in place to ensure our tradespeople adhere to required standards for occupational health and safety, quality assurance and environmental concerns.

We acknowledge our responsibility to quote and price fairly. Jobs/projects 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.

Our quotes are very competitive for the quality of work and materials we provide because of our size and lower overheads. We have an excellent record in quoting, winning around 75% of the client work we quote.

In Trades Group, your organisation will find fully qualified, experienced, reliable and honest tradespeople who are keen to provide an excellent service and build a long-term partnership.

JARROD HENNIG
Director
Trades Group Pty Ltd

Section 1

COMPANY STRUCTURE, HISTORY, BUSINESS PHILOSOPHY

(a) Company details

Business name	Trades Group Pty Ltd
ACN	161 021 585
ABN	74 161 021 585
Address for correspondence	PO Box 392, Essendon North 3041
Telephone	(03) 9378 2891 or 0402 344 790
Email	info@trades-group.com.au
Website	trades-group.com.au
Contact person	Jarrold Hennig 0402 344 790

(b) Introduction to Trades Group

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.

(c) Company structure and organisational chart

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 (see Section 2 for capabilities and experience).

Trades Group has six divisions.



Trades Make Safe is headed by Jarrod Hennig (qualified roof tiler). It operates 24/7 as an emergency response service for property damage caused by burglary, rain, flooding, fire, wind, vandalism or any other natural or man-made cause.

Mr Hennig or a member of his team will arrive on site promptly for urgent works such as roof leaks, broken windows or doors, unstable building sections that require props, hazards that require fencing and warning signage, and hazardous materials (e.g. broken glass). We take before and after photos with every job and provide an inspection/summary report to the client within 24 hours.



Trades Restoration is ready to step in after Trades Make Safe has stabilised the situation to begin immediate permanent repairs or restoration.

Trades Restoration is headed by Anthony Baccega (a qualified painter) David Lister (a qualified carpenter and plasterer), and Paul Athinis (a qualified carpenter and builder). It deals with both regular building maintenance schedules and all aspects of the work required to restore a damaged property – from small job to large rebuild and covering whatever trade or management skills are required.

This includes inspections and reports, project management, communication with clients or the clients' customers, new joinery/cabinet making, roofing, asbestos removal, concrete repairs, electrical, plumbing and so on. Trades Restoration is the only point of contact you need for ALL facets of building maintenance and repairs/renovations work.



Trades Hire, headed by Jarrod Hennig, works in concert with Trades Make Safe and Trades Restoration. It can provide whatever extra equipment may be needed to complete a make-safe or restoration task – fast.

Trades Hire provides access to a full array of equipment, from small plant, to scaffolding, acrow props (steel), tarps, lights, fencing, scissor lift, dryers and dehumidifiers – anything required to safely complete a job. Trades Hire can also provide hire equipment on a stand-alone basis.



Trades Fabrication is head by Luke Waddington (a qualified welder). It custom fabricates any product that needs to be made from steel or aluminium. Trades Fabrication works closely with Trades Restoration and also fulfils custom orders as a standalone service.



Trades Concreting is headed by Luke Debono (an experienced concreter). It undertakes large-scale concreting work as part of small to medium-sized building projects and concrete repair work. Trades Concreting works closely with Trades Restoration and Trades Fabrication on projects requiring multi-skilled teams.



Trades Design Build is a new division headed by Jarrod Hennig, who is close to completing his studies for his registered builder's licence. Design Build undertakes new building works such as extensions, residential homes and blocks of units or townhouses. It provides a complete end-to-end service, from design and planning, through to building, to the final landscaping.

Six divisions that combine their skills and knowledge

Trades Group's six divisions work together, drawing on the expertise, skills, experience and synergy that exist between them. The division heads will often examine a project together so that every aspect is considered as a whole, rather than in isolation or piecemeal.

This can often identify either a problem or a starting point that was not originally envisaged by the client that must be addressed first to produce a better, more cost efficient and permanent solution.

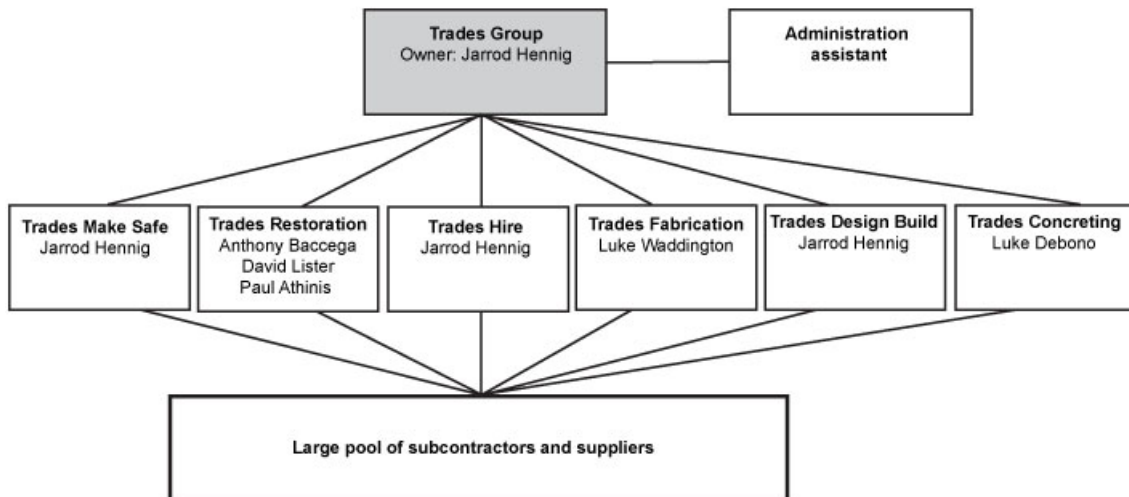
For example, Trades Group was sent by an insurance company to a domestic residence to undertake preparations for removal of all the concrete around it. It was thought that problems with the external concrete were causing major cracking and damage to the house.

Trades Group's Jarrod Hennig arrived to make a start on the job. After examining and measuring the external concrete and calling in David Lister and Anthony Baccega to consult, he determined that the problem was not in the external concrete but in the house slab itself.

There were air bubbles within the slab, a water leak underneath it and issues with the foundations, which were causing the slab to move and thereby damaging the house structure on top of it. Removing the external concrete around the house would have done nothing to alleviate the problem.

Trades Group's diagnosis of the real problems was correct and they were eventually repaired by an engineering firm. Trades Group saved the insurance company the unnecessary \$30,000 cost of removing the external concrete.

Organisational chart



Benefits to the client

Trades Group's integrated structure provides several advantages to our clients.

- We can provide both big-picture and single-task focus for your property services.
- All the tradespeople needed for a project/task or maintenance schedule can be organised by your Trades Group account manager, meaning you only need one point of contact no matter what size the project/schedule.
- There's nothing in the building services field that we can't do. You will never hear us say: "Sorry, we can't do that part of the job, you'll have to find someone else."
- We have the range of skills and expertise needed to fully assess a project/task, determine the best place to start, and identify and fix any underlying causative problems (e.g. ingress of water).
- Information sharing between divisions means we can speed up repairs after a make-safe or restoration work after a flood/fire.
- Our division heads are qualified, experienced tradespeople who know all about the work that their division undertakes and understand the work capabilities of all the other divisions.

(d) Profiles of division heads

Jarrod Hennig, Director, Trades Group

Division head – Trades Make Safe, Trades Hire and Trades Design Build

Mr Hennig has a Certificate III in Roof Tiling and Slating and is studying for a Certificate IV in Building and Construction, which will qualify him for a domestic builder (unlimited) licence. Mr Hennig expects to complete his studies and obtain his licence in mid to late 2014.

On completing his apprenticeship, Mr Hennig left full-time employment to set up his first business. Early in his new business he gained extensive experience recruiting and managing large roof tiling/plumbing crews sent to cover skills shortages in Queensland and NSW for Boral Roofing.

Mr Hennig specialises in roofing and make-safe work (which can take in almost any aspect of a structure), but also is a generally skilled tradesman who can undertake almost any kind of non-licensed trades work.

He has more than 13 years' experience in the building industry working in domestic and commercial fields and has a construction industry red card.

Anthony Baccega, co-head, Trades Restoration division

Mr Baccega has a Certificate III in Painting and Decorating. After initially beginning his working life as a domestic, commercial and industrial painter, Mr Baccega expanded his skills into building maintenance, repairs, renovation and small building projects.

He builds offices within factories and other properties, renovates bathrooms and kitchens, and does day-to-day repairs and maintenance of all kinds, including insurance work.

He has extensive project management and supervision experience of trade crews on work sites and is conversant with occupational health and safety and risk management compliance requirements.

Mr Baccega holds these tickets: workplace clearance for working on petrol station sites, construction industry red card, and Train the Trainer.

Overall, he has more than 20 years' experience as a painter and building repair and renovation tradesman.

David Lister, co-head, Trades Restoration division

Mr Lister has a Certificate IV in Carpentry and Joinery and a Certificate III in Plastering. He completed his apprenticeship and worked in his family's building business for 10 years, building frameworks, extensions and renovations.

He then worked for JNJ Plastering Pty Ltd for four years, gaining his certificate through the recognition of prior learning process.

Mr Lister has just on 20 years' experience working in both domestic and commercial sections of the construction industry and today uses his skills to build carports, verandahs, house frames, renovations, extensions, and to undertake general maintenance and repair work.

He has First Aid (level 2) training and has undergone extensive WorkSafe training.

Paul Athinis, co-head, Trades Restoration division

Mr Athinis is a qualified carpenter and cabinetmaker (completed four-year apprenticeship) and has a Certificate IV in Building and Construction (he will soon be a registered builder). He has more than 28 years' experience in the building and construction industry.

As well many years working 'on the tools', Mr Athinis has extensive management and senior management experience with large companies in roles such as site supervisor, project manager, production manager, client services manager and national assets services manager.

Mr Athinis is a multi-talented tradesman skilled in carpentry and cabinetmaking, tiling, painting, aluminium fabrication, shop fitting, plastering and many other non-licensed trades. He undertakes new building projects, renovations, extensions, maintenance contracts and other larger jobs requiring multi-skilled tradesmen.

He has a construction industry red card, a forklift licence, and extensive knowledge and management experience in workplace health and safety compliance, estimating and costing, and customer relationship management.

Luke Waddington, head, Trades Fabrication division

Mr Waddington has a Certificate III in Heavy Fabrication and has worked as a boilermaker for the past 15 years. He has had a diverse career working as an employee and subcontractor.

The range of work he has undertaken includes:

- Welding and heavy metal fabrication in new building projects and renovations.
- Metal-based repairs and maintenance on locomotives and wagons, plus conducting brake testing.
- Fabrication, installations, repairs and maintenance on material conveyance systems used in large industrial and manufacturing plants, including stainless steel work.
- A wide range of sheet metal work.
- Building big truck bodies for the mining industry and bodies of the Australian Defence Forces' Bushmaster troop carrier.
- Building pergolas and verandahs.

Mr Waddington has experience as a leading hand, managing work crews, and is conversant with OHS and particularly elements such as hot works permits and safety and risk analysis.

He is licensed to operate a gantry crane and a forklift and has a working at heights ticket and a construction industry red card.

Luke Debono, head, Trades Concreting division

Mr Debono learned his skills as a concreter on-the-job in his family's concreting business, which has operated successfully for more than 25 years. He now has seven years of experience as a concreter.

Mr Debono has undertaken a wide range of concreting jobs, including precast factory walls, cellars, driveways, footpaths, footings, car parks, outdoor entertainment areas, slabs, and other large-scale concreting.

He also has experience as a site foreman, a construction industry white card, and First Aid qualifications (levels 1 and 2).

(e) Philosophy of how we operate

Trades Group's operations are based on the values of:

- Professionalism
- First-class customer service
- Top-quality workmanship
- Excellent communication.

Professionalism

Trades Group is run as a business that wants to meet and exceed its clients' expectations and build long-term relationships based on trust, honesty and respect. We bring expert skills and knowledge, excellent team work, integrity and accountability to everything we do.

First-class customer service

Trades Group understands 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.

It is people who provide great customer service, so our managers and tradespeople will:

- Arrive on time for appointments, or ring ahead if they are delayed (it sometimes happens in our work).
- Be in uniform and carry identification.
- Not wear muddy boots in the customer's home or facility.
- Leave our worksites clean and remove all debris, rubbish, packaging and potentially hazardous objects (e.g. nails).
- Listen carefully to what the on-site customer has to say, as this often provides good extra information for our work.
- Be courteous, respectful and friendly and use appropriate language while on site.
- Ensure the client/customer knows how the work is progressing and what the next steps will be.
- Aim to complete the work in good time.
- Bring a good attitude to our work. We want to do the job, do it well, and have a happy client/customer at the end.

Top-quality workmanship

Trades Group works to Australian Standards, as a minimum, and takes great satisfaction in a job well done. All our tradespeople are qualified in their areas of expertise and hold all required qualifications, licences and tickets.

We quote jobs 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. Our tradespeople take pride in their workmanship and we back its quality with a seven-year guarantee.

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

Excellent communication

Timely and regular communication with our clients and their customers is crucial in our business, as people are often anxious about damage or repairs to their homes or properties for which they are responsible.

For our clients, we provide regular verbal, email or other format updates as required on the progress of work on their customers' properties.

For our clients' customers, we ensure they know directly from us how their work is progressing, the next steps to be taken, when we will return, any delays, expected completion date, etc.

Relationships can suffer if clients or their customers feel they "don't know what is going on". As a part of maintaining excellent client relationships and providing first-class customer service, operations manager Jarrod Henning contacts all clients/customers with ongoing work weekly to update them on progress.

Benefits to the client

Trades Group's operating philosophy demonstrates that we have an excellent understanding of what makes a superior operator in our business sector. There is no risk in choosing Trades Group as a preferred supplier.

(f) Qualifications and memberships

Trades Group is a member of the Master Builders Association. By the end of 2014 Mr Hennig expects to qualify for a domestic builder (unlimited) licence.

Section 2

CAPABILITIES AND EXPERIENCE

1 CAPABILITIES

(a) Services offered by Trades Group

Trades Make Safe

Trades Make Safe understands that an insurance event can occur at any time of the day or night. A fast response by us can often reduce the level of property damage sustained and therefore the cost and time to repair.

Trades Make Safe is committed to providing 24/7 make-safe services for residential, business and community properties. This covers damage caused by incidents such as vandalism, burglary, rain, storm, fire, flood, vehicle intrusion or any other natural or man-made cause.

Services provided include:

- Making a premises secure (boarding up broken windows or damaged doors, covering missing roof tiles)
- Making a premises safe (for example, removing broken glass, installing acrow props to support a damaged structure, removing debris, containing suddenly exposed asbestos).
- Halting water leaks in structures/roofs (e.g. replacing damaged tiles, using silicon to plug leaks in broken tiles in the absence of immediate replacement materials, securing 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 that have fallen on a property, before doing the make-safe work needed.
- Urgent replacement of broken or damaged items (e.g. windows, locks).

Once the make safe is completed, a detailed report with photos will be prepared and sent to the client within 24 hours of the callout.

Trades Group provides a reliable, dedicated make-safe service and it is rare indeed that we would refuse an assignment because of volume or type of work involved.

Trades Restoration

Trades Restoration can step in once Trades Make Safe has stabilised a situation with full knowledge of what has already been done and a head start on what needs to be done to repair or restore the property.

Trades Restoration undertakes:

- Repairs, restorations and renovations required to a property after it has incurred damage. This includes situations such as:
 - Recovery from flood, water or storm damage – this covers a wide array of services to properly dry a premise, remove damaged contents, replace various building materials, plastering, painting, plumbing, electrical, cabinet replacement and whatever else it takes to restore the property to as-new condition.
 - Recovery from fire damage – this includes services such as demolition, asbestos removal (if required), and a full design and construction service to rebuild the damaged or destroyed part of the structure.
- Repairs, restorations and renovations required by a property as part of planned upgrades.
- Regular property maintenance of all types required by community facilities, usually on a pre-determined schedule.

Trades Restoration is your one point of contact for every type of service required to complete a repair, restoration or renovation project or a building maintenance schedule.

Trades Hire

Trades Hire provides speedy access to a full array of equipment, from small plant, to scaffolding, acrow props (steel), tarps, lights, fencing, scissor lifts, dryers and dehumidifiers – anything required to safely complete an emergency make safe or a scheduled project.

Trades Hire works closely with Trades Make Safe and Trades Restoration to provide any equipment needed for emergency make safes or planned/scheduled projects and maintenance. This provides priority access to equipment when it is most needed.

We can also provide hire equipment on a stand-alone basis as required by our clients.

Trades Fabrication

Trades Fabrication can fabricate any item that may be needed as part of a new building or office renovation, custom furniture design, gates and fencing, or any instance where metal needs to be moulded, cut or shaped to a specific need.

It can create:

- Victorian-style metal inserts for brick fences. We can also work to many other classic designs, e.g. Federation, Gothic, or create a fence to your own unique design.
- Pergolas in all metal or metal and wood.
- Full-metal gates or metal-and-wood gates.
- Ornate balustrades, window grilles and handrails.
- Metal components of custom-designed furniture (often used in business settings and prestige residential developments)
- Steel beams used for structural strength in certain types of building.
- Louvres and shutters.
- Barbecue and pizza oven inserts.
- Sculptures.

Trades Fabrication also offers repair services for existing metal, metal-and-brick or metal-and-wood structures, such as gates and fences, that can offer great value and save the cost of full replacement.

Trades Concreting

Trades Concreting undertakes large-scale concreting work as part of small-to-medium building projects. We also take on jobs as part of a multi-skilled trades teams.

Trades Concreting can build:

- Large flooring/parking/garage areas.
- Precast factory walls.
- Large outdoor areas around buildings.
- Driveways, pathways, steps and retaining walls.
- Housing/garage slabs.
- Outdoor entertainment areas (all concrete or concrete and brick).
- 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.

We offer a variety of finishes that can include colour, exposed aggregate and decorative stencils. We also do concrete repairs, replacing damaged blocks and resealing major cracks.

Trades Design Build

Trades Design Build is a new division that operates as a builder. It undertakes new building works such as extensions, residential homes and blocks of units or townhouses. It provides a complete end-to-end construction service, from design and planning, through to construction, right down to the final landscaping.

(b) Our labour force – large, skilled, flexible and versatile

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 in the timeframe you need.

Our subcontractors have been personally selected by division heads from their previous associations and experience in the building industry. 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 (see page 17).

Finally, they are supplied with Trades Group uniforms, photo identification and signage for their work vehicle.

The Trades Group labour force comprises:

- Alarm system installers
- Antenna installers
- Arborists
- Asbestos removers
- Bricklayers
- Builders
- Cabinet makers
- Carpenters
- Carpet layers
- Cleaners
- Concreters
- Concrete polishers
- Demolition specialists
- Fencers
- Furniture removalists
- Glaziers
- Heating/cooling specialists
- Insulation installers
- Landscapers
- Locksmiths
- Make-safe specialists
- Painters
- Pavers
- Pest controllers
- Plasterers
- Plumbers
- Reblockers
- Renderers
- Restumpers
- Roofing specialists
- Rubbish removers
- Security door/shutter installers
- Signwriters
- Tilers
- Tree removers
- Tree surgeons
- Waterproofers
- Welders

Trades Group can supply a single tradesperson or a team of tradespeople for just about any repair, renovation or maintenance task that a local council or insurance company may need.

(c) Equipment and vehicles available

All Trades Group tradespeople have their own vehicles that are well stocked with all the equipment, material and consumables required to undertake their work. Depending on the situation, vehicles can be either badged with Trades Group identification or carry no identifying logo.

Any extra equipment that may be required for a job or project is hired according to need from Trades Hire. Trades Make Safe stocks a certain amount of equipment (acrow props, tarps, etc.) and hires more according to the volume of work that may result from a weather event.

(d) Response times for our work

Make safes

Trades Make Safe's 24/7 service aims to arrive at a callout destination within two hours, but this can vary according to several factors: volume of callouts; their distribution around metropolitan Melbourne or regional areas; priorities given to callouts according to danger involved to the customer or damage type to property; and the time taken to deal with an individual make-safe. These factors can be unpredictable.

Large-scale emergencies

Trades Group can pull together large specialist teams at short notice to deal with overwhelming situations where local resources cannot meet the demand for assistance. For example, Jarrod Hennig pulled together teams of 6-30 tradespeople for work in Bundaberg, Newcastle, Sydney and Rochester after damaging flood and hailstorm events (see 'Experience' section for more details).

Day-to-day operations

In our day-to-day activities, Trades Group aims to arrive at jobs/projects at the time booked by the client or, if we are running late, to ring ahead and inform the client/customer of our expected arrival time.

Quoting

Once Trades Group has received instructions from a client about a job (other than a make safe), we contact the customer/end user within eight hours (and often within one hour) to arrange a time we can attend to undertake an inspection and quote.

We require permission to enter a property, so the customer/end user or their representative must be on site at the time the assessment is conducted.

(e) Our relationships with our suppliers

Trades Group's tradespeople restock their own day-to-day consumables as required from their local suppliers.

Trades Group has established relationships with various trade suppliers, such as Bristol Paints and Boral, which enable us to buy bulk materials at good prices. We buy centrally for large projects that require big quantities.

(f) Value-added services we offer

Trades Group provides free, no-obligation advice and information to assist its clients in making decisions about issues such as:

- the scope of work required
- how best to prioritise repairs and maintenance
- the order in which work should be done for best efficiency
- where best to start in a repair job to ensure the causative problem (e.g. ingress of water) is eliminated first
- how to optimise a maintenance schedule to get an efficient, cost effective and quality outcome
- the size of budget required to complete a job to quality standards
- the best method to use for a particular type of repair.

We can provide telephone advice or one or more of our division heads or leading subcontractors will meet you at the property in question. All requests for advice and information can be made to operations manager Jarrod Hennig.

2 EXPERIENCE

(a) Current clients/work

Trades Group subcontracts to two companies that do extensive work in the insurance field. We also generate work through referrals and word of mouth among our division heads plus through a web-based trades directory.

Claim Central (formerly Seimsen Group)

Claim Central is a specialist provider of catastrophe management, property claims management, construction, restoration and total supply chain services to the insurance industry.

Trades Group subcontracts to Claim Central in Melbourne (since 2011), handling a steady flow of small-to-medium insurance claim repairs. Highlights of our work with this company include:

- 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.
- Our first assignment in 2008. Sydney was hit by massive hailstorms that caused widespread damage to roofs and pergolas all over the metropolitan area. The insurance companies responsible for fixing their clients' properties found there weren't enough qualified tradesmen to cope with the massive task, and that there was a lot of shoddy work and rip-off pricing from contractors exploiting the situation.

Claim Central's Sydney office contacted Jarrod Hennig based on the recommendation of a Queensland insurer to request that he recruit a team of tilers and roof plumbers to go to Sydney to help with repairs. On two weeks' notice, Mr Hennig recruited 30 qualified tradesmen, who spent five months in Sydney undertaking 198 repair jobs valued at \$1.7 million.

Johns Lyng Group

Johns Lyng Group is a conglomerate that includes commercial building, insurance building, make safe, regional building and express building subsidiaries.

Trades Group subcontracts to Johns Lyng Group (since 2009), handling 20-25 make safes a week plus repair and renovation jobs. Highlights of our work with this company include:

- The 2012 Christmas Day hailstorms. A team of six Trades Group tradespeople completed more than 100 make-safe jobs over three days.
- 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.
- Rebuilding three houses in Rochester (near Echuca), 2011. Johns Lyng Group asked Jarrod Hennig to take a team to Rochester to restore three family homes where the owners were still in temporary accommodation several months after a large flood event.

Over two months, Mr Hennig's team stripped the houses back to the frame, dried and sanitised the interior, and rebuilt – plaster, painting, bathrooms, kitchens, wardrobes, heating, air-conditioning, all fixtures and fittings. The first house was completed in one month and the other two by the end of the second month.

Port Phillip Council

Trades Group undertakes concrete repair work for Port Phillip Council as required.

(b) Previous clients/work

Australian Pensioners Insurance Agency (APIA)

Jarrold Hennig was a preferred repairer with APIA in Melbourne from 2004-09. During this time he and his trades team successfully completed nearly 2000 insurance claim repairs covering all types of tasks, with a total value of about \$3.5 million.

A highlight of the work with APIA was a four-and-a-half month stay in Newcastle, NSW, in 2007 for a team of 26 of Mr Hennig's hand-picked tradespeople – welders, carpenters, painters, plasterers, fencers and roofers.

Newcastle had been badly damaged by a hail and flood event, and APIA was motivated to send in its own team by the exorbitant pricing practices of local contractors. Mr Hennig's team completed 210 jobs during its stay, ranging in price from \$5000 to \$25,000.

APIA's decision to reduce the number of contractors it dealt with meant that Mr Hennig lost his direct 'preferred repairer' status. However, APIA, because it was very satisfied with Mr Hennig's work, asked one of its larger suppliers, Johns Lyng Group, to take him on as a subcontractor. This relationship continues.

Melbourne Body Corporate Management (MBCM)

MBCM is a large owners' corporation management business. From 2007-2010, Jarrod Hennig carried out general maintenance and repairs, painting, and larger maintenance jobs as required.

(c) Testimonials

Two testimonial letters are included in Appendix 1.

Section 3

OPERATIONS MANAGEMENT

(a) Work allocation system

Trades Group undertakes reactive, scheduled (e.g. maintenance) and project work (e.g. extensions, renovations). Here is the allocation process for reactive work.

Step	Action
1	Job is communicated to the operations manager via telephone/mobile, text, email or fax.
2	Make-safe jobs are allocated and serviced immediately.
3	Jobs that require quoting are allocated to a suitable division head and/or specialist tradesperson within 24 hours (usually the same day).
4	Jobs that require immediate attendance are allocated within one hour to a suitably qualified tradesperson.
4	On jobs that require quoting, the tradesperson must contact the client/client's customer within eight hours (often done within the hour) to arrange a time to attend the premises to inspect and gather information for a quote.
5	The tradesperson must lodge the quote with the client/client's customer within five days of the inspection.
6	The operations manager or tradesperson will keep the client/client's customer informed of progress on the job.

(b) Location and coverage

Trades Group is headquartered in Melbourne and services all areas of metropolitan Melbourne, regional cities and towns and many rural areas around Victoria.

Our subcontractors are located all over the state, enabling us to provide extensive coverage for 24/7 make safes, regularly scheduled maintenance work and larger projects such as building extensions or rebuilding after water damage, flood or fire.

We can also put together large teams of specific or varied tradespeople at short notice to travel to regional areas or interstate to help with emergency/disaster situations (e.g. a storm that unroofs thousands of homes).

(c) Hours of operation

Trades Make Safe operates 24/7. The other divisions operate more standard business hours, with night and weekend work options being available according to the situation and on request (higher rates may apply).

(d) Business management system used

The main software used for business management is QuickBooks, which can handle a range of financial and record-keeping tasks. As operations manager, Jarrod Hennig makes extensive use of iPad and iPhone capabilities and apps for record keeping, invoicing, note-taking and job allocation via phone, email and text.

(e) Communication with clients/customers

Communication with clients and their customers is a priority in our service, as people are often anxious about damage or repairs to their homes or properties.

For our clients, we provide regular verbal, email or other format updates as required on the progress of work on their customers' properties.

For our clients' customers, we ensure they know directly from us how their work is progressing, the next steps to be taken, when we will return, any delays, expected completion date, etc. The operations manager follows up weekly on jobs that are outstanding to ensure the customer knows what is happening next and when the tradesperson/next tradesperson is due to arrive.

(f) Dispute/problem resolution

On occasion, problems or disputes may arise between Trades Group and a client or a client's customer. In our experience, these are rare. Subcontractors inform the operations manager if any dispute or problem arises that they cannot easily and amicably resolve themselves.

The operations manager will step in to resolve the problem and only escalate it to the client if a serious issue/dispute emerges or an inability to source specific materials in the required timeframe.

(g) Behaviour of subcontractors – Trades Group Code of Conduct

As part of joining Trades Group, subcontractors must sign up to our Code of Conduct. This code specifies:

1. There must be no smoking on the insured/client's property. Smokers are asked to smoke in their own vehicle and to dispose of the butt appropriately.
2. No swearing is allowed on worksites.
3. Subcontractors are to be polite at all times. If there is a problem, contact the office or Jarrod Hennig immediately and we will help to resolve any issues.
4. Do not attend the insured/client's home or premises without permission.
5. Do not discuss any repairs other than the authorised scope of works.
6. The site must be left spotless at the end of the day/job. Rubbish must be removed from the site and disposed of appropriately (recycling, green recycling, landfill).

Failure to comply with this Code of Conduct may result in Trades Group terminating the services of the subcontractor.

It is also Trades Group policy that subcontractors do not express their opinion as to whether damage is claimable under insurance unless the insurer specifically requests this as part of determining liability.

(h) Uniforms and identification

All Trades Group subcontractors are supplied with work uniforms and photo identification. They also carry signage for their work vehicles that can be displayed if required.

(i) Occupational 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.

(j) Quality management

Trades Group takes pride in the quality of its work and will not cut corners or use inferior-quality materials to win 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 our standard
- Issuing of safety/compliance certificates by relevant trades
- Spot/progress/final inspections of major jobs by division heads
- A seven-year guarantee on workmanship.

The client/customer/end user is asked to sign a 'certificate of satisfaction' at the end of a job to ensure that they are satisfied with the completed work.

Any issues with quality of workmanship should be reported to operations manager Jarrod Hennig or the onsite manager on larger projects.

(k) Environment and sustainability

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.

Section 4

FINANCIAL CONSIDERATIONS

(a) Financial position/status

Trades Group operates under a lean business model. It has no loans outstanding for either operational capital or equipment/vehicles.

Overheads are low and mainly for part-time administrative and accounting assistance. Materials and hire equipment are generally paid for in cash. Trade accounts may be used for bulk material purchases for large projects; these are paid off in the required timeframe.

We pay our subcontractors on 30 days from date of invoice and keep a close check on payments due from clients.

Trades Group is in a sound financial position and able to finance its operations and growth from cash flow and internal resources.

(b) Insurances held

All Trades Group subcontractors operate as registered businesses and have their own insurance cover. At a minimum, we require WorkCover and public liability (\$10 million). We check subcontractors' certificates of currency at induction into the group.

Trades Group also carries its own insurances. These are listed in the table.

Type	Insurer	Amount	Policy no.	Expiry
WorkCover	Allianz	–	13883450	30 June 2014
Public liability	Allianz	10 Million	A1090000004	11 Dec 2014

(c) Guarantees provided

Trades Group provides a seven-year guarantee on all workmanship. Some materials also come with a manufacturer's guarantee.

(d) Quoting and pricing

Trades Group is a lean, nimble organisation with good communication and short reporting lines, which enables us to respond quickly to work orders.

Once we have been allocated a job by an insurer/client (other than a make safe), we contact the customer/end user within eight hours to arrange a time we can attend to undertake an inspection for preparation of a quote.

Quotes are completed and lodged within five working days of notification of the job, or earlier if required by the client/client's customer. Quotes are prepared by the relevant Trades Group division head, two or more division heads working together on a larger job, or a division head plus a specialist tradesperson/s (depending on the work/repair required).

We acknowledge our responsibility to quote and price fairly on a job/project. Trades Group prices to complete a quality job to Australian Standards (as a minimum), taking into account all

reasonable work the job will require. Shortcuts and inferior materials that lower the quality of our work have no place in Trades Group and will not be used to lower our quote price to win work.

Our quotes are very competitive for the quality of work and materials we provide because of our size and lower overheads. We have an excellent record in quoting, winning around 75% of the client work we quote.

(e) Invoicing

Trades Group invoicing is done through QuickBooks. Each job/project invoice includes:

- Company details and ABN
- Labour component
- Materials component
- Full details of work undertaken
- Costs for removal of materials/debris
- Any excess/deposit collected
- Total price including GST

For projects with a large materials component or valued at more than \$50,000, we may ask for a deposit and/or progress payments.

Jarrold Hennig also uses client-supplied apps for iPad to lodge job details and invoices as soon as work is completed.

Section 5

TRADES GROUP IS READY AND AVAILABLE TO MEET YOUR NEEDS

Trades Group is a young, energetic building services company that is ready to grow. We are seeking opportunities from insurance companies and local councils to:

- demonstrate our capabilities in one-off jobs or projects, small or large
- tender for positions on supplier panels
- tender directly for contracts for services such as:
 - building maintenance and repair across all trades
 - 24/7 emergency repairs and make safes
 - one-off projects for renovations or restorations, small or large
 - on-call reactive maintenance and repairs
 - new building works
- Recruit and lead teams of tradespeople that may be required to deal with disaster situations around Victoria or Australia.

We believe we offer a quality value proposition:

1. You deal directly with qualified tradespeople, not middlemen.
2. We are a one-stop-shop for all our clients' trades needs.
3. We have extensive experience handling insurance and council work requirements.
4. We have a large, flexible and versatile trades workforce on call, 24/7.
5. We understand the importance of excellent customer service.
6. Quality workmanship is a hallmark of our work; we will not take shortcuts or use inferior materials to win a quote.
7. Our pricing is very competitive for our quality of work.

Interested? Curious? Give us a call and we'll come and visit you, free of charge

We are willing to invest time and effort in introducing our services and winning new business. If you have a job or project you would like a second opinion (or quote) on, then give us a call.

Jarrold Hennig and one or more of the division heads will come out, inspect the property and provide free, no-obligation advice and information about the work that needs to be done.

10% off on the first job we do for you

Willing to try us out? Need someone quickly for an emergency? Your current supplier is unable to provide the service you require at the time you need it?

Then give us a call – 0402 344 790. We'll give you 10% off the first job we do for you up to a value of \$5000 (i.e. 10% off on a job valued up to \$5000).

Appendix 1

TESTIMONIALS

Letters from:

- Johns Lyng Group
- Debbie Monteau (home owner, Macedon)