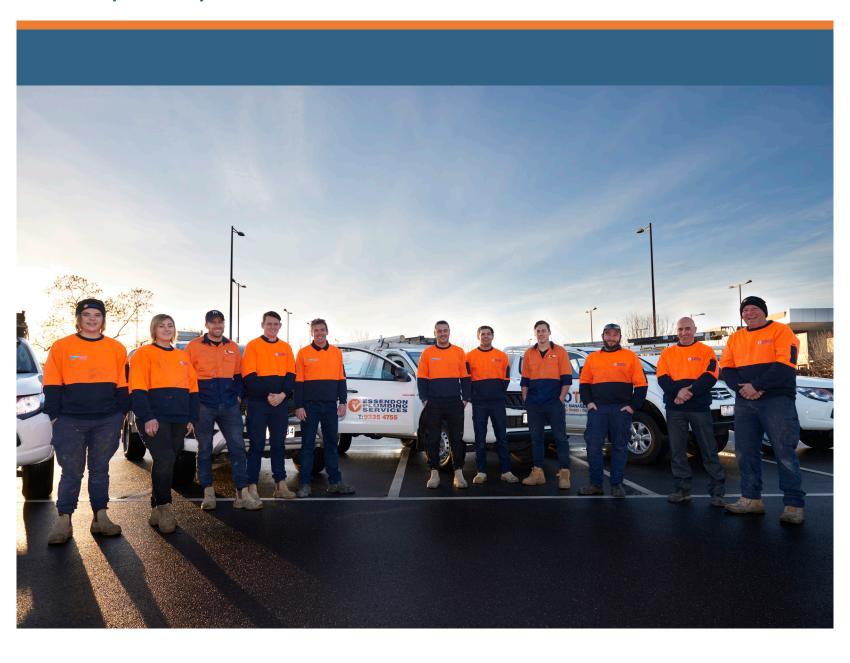


We're Fast, Reliable & Responsive 24/7

www.essendonplumbingservices.com.au 19 Catalina Drive, Tullamarine 3043

Ph: (03) 9335 4755

Capability Statement













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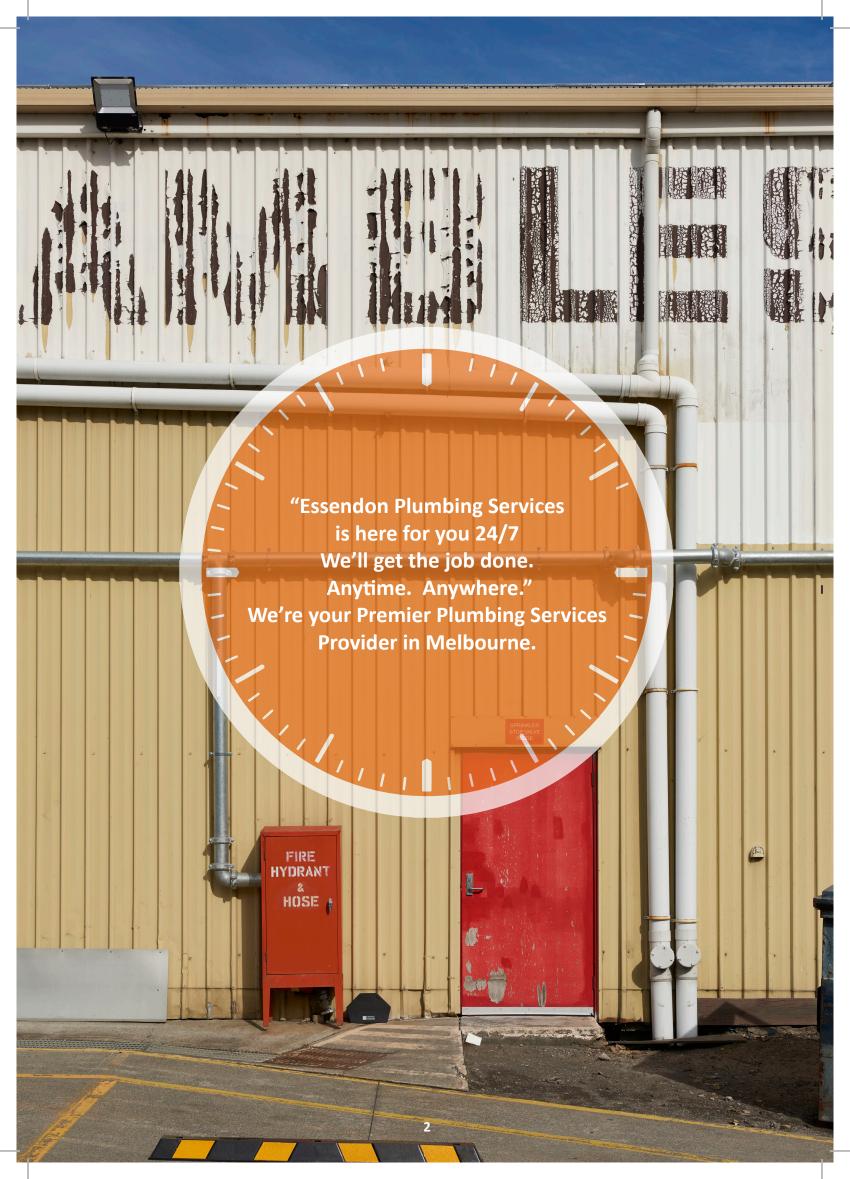
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purposes. Their capabilities and business acumen are extraordinary!"



Jack Fleming, Jones Lang LaSalle

of work are so highly regarded that our tenants have also adopted them as a service provider for their own

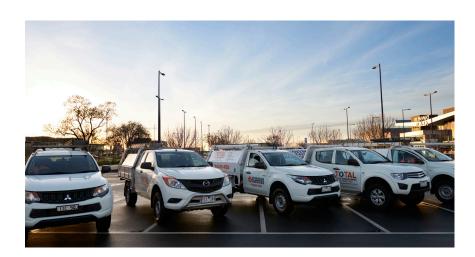




WHO WE ARE

As an Australian-owned and operated company for over 30 years, Essendon Plumbing Services (EPS) are proud of our past but focused on the future and that means continuing to provide outstanding customer service and quality outcomes for all of our customers. Our culture of continuous improvement places us as leaders in our field as we continue to build on our reputation for delivering innovative plumbing solutions for a wide range of customers across mulitple sectors - 7 days a week, 24 hours a day.

Our experienced team of licensed and highly skilled professionals are supported by our head office administration team, who work hard to ensure that every project we undertake is delivered on time and to budget. From simple to complex projects, we excel at service delivery that is second-to-none.



"Our company has a distinctive focus on excellence in communication, trust and customer service, and **Essendon Plumbing Services delivers** on all of those things in taking care of our needs. Residential Property Management can be complex when arranging trade works, but we know we can rely on EPS to act upon our work orders straight away, make contact with the tenant that same day, and organise to attend to the problem (even on weekends). We rely on them for everything, they inform us if the project may be more extensive than was first expected, and keep us updated about their progress, job costs and completion. Their team is polite and friendly, always on time, and we are delighted to hear feedback from our tenants, as well, about their fantastic service provision. We can trust in them completely, and that particularly scores EPS a definite ten out of ten."

Catherine Pirritano,

Officer in Effective Control / Senior Property Manager, Urban Choices Property Group

CAPABILITIES OVERVIEW

Your Plumbing Specialists

With a wealth of experience, expertise and resources available on-call, 24/7, our range of services can be drawn upon at any time of the day or night.

When a plumbing emergency arises, it's often not at a convenient time, so we'll answer your call, get there fast, ascertain the issue, and provide a workable solution. You're also assured that we can provide other trades and services that might be required to resolve the issue at a moment's notice as well. Whilst plumbing is our core business, at Essendon Plumbing Services, we are closely aligned to our Parent Company, Total Trade Management. So, whatever the problem is, you'll get a flexible approach, and highly-qualified experts. You'll find we have the versatility and knowledge you require, combined with friendly and timely service provision of the highest calibre.

"As one our preferred service providers, Essendon Plumbing Services has the professional capacity to investigate any plumbing issues, as well as repair and complete new installations at our expansive Novotel property in the CBD. Their responsiveness and willingness to tackle any problem, regardless of whether it's sewer, grease or confined space related, is always appreciated, as is their all-in attitude of not being afraid to get their hands dirty, whilst getting on with the job of finding the required solution. EPS takes care of all matters very quickly and have never let us down by delivering results at all hours of the day and night."

Victor Herrera, Building Manager, Novotel Melbourne on Collins



















WHY WE ARE DIFFERENT



Customers can count on Essendon Plumbing Services - we've been here for 30 years and we're going to be here for many years to come. Our business foundations were built over 30 YEARS by developing long-standing meaningful relationships with all our customers. We'll get to know you and your properties, your needs and any complexities associated with those locations.

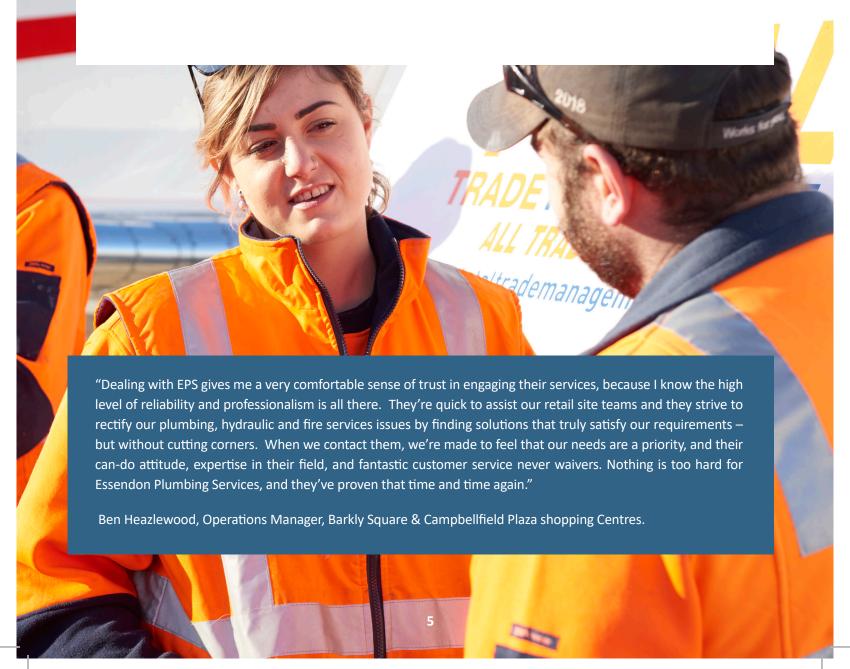
You'll experience exceptional customer service with us that you'll never find anywhere else. That's our promise to you!

All our licensed tradespeople and support crew are employed directly by us. They're Our People! And that's what sets us apart from our competitors. Our people are our business, and an integral factor in our award-winning status within our industry.

Our Extensive Team have been carefully selected for their abilities to cover all areas of plumbing, and for their adherence to protecting and caring for your assets and property.

We're also committed to ensuring our staff consistently upgrade their qualifications, that they are up-to-date with all new industry trends, technologies, standards and regulations as they come to hand.

You'll be provided with the utmost in value-for-money service, strong and transparent communication, and honesty. Our Project, Service and Asset Management Software System guides and assists us in maintaining, managing and measuring our performance, with the added advantage of our calculated scheduling to work in with your needs and requirements. You'll also be kept abreast of your job's progress, and we'll be able to quickly project and report on anything you need to be made aware of.



Quality & Efficiency Day or Night 7 days a week

for all your emergency services

We strive to ensure exceptional customer service throughout the organisation building trust, loyalty and long term relationships.

Blocked & Broken Drain Repairs	 ✓ Pressure Jet Machines to clear both sewer and stormwater blockages ✓ CCTV Camera Equipment ✓ Pipe Location Equipment ✓ Excavators ✓ Repair and or Replacement of Broken Sewer Pipes
Complex Plumbing	 ✓ Backflow Prevention Valves Installation and Testing ✓ Thermostatic Mixing Valve installation and Testing ✓ Fire Service Installation and Repairs ✓ Complex Gas Fitting Lines, Sizing, Installations and ESV accredited
Burst & Leaking Pipe Repairs	 ✓ Hydrant and Hose Reel Systems ✓ Fire Sprinkler Systems (Below Ground) ✓ Irrigation Systems ✓ Domestic Water Supply ✓ Gas Pipes
General Plumbing	 ✓ Sanitary and Drainage ✓ Hot and Cold Water ✓ Blocked Drains ✓ Gasfitting and Appliance Installation ✓ Repair of Leaking Toilets and Tapware
Gasfitting Installations & Maintenance	 √ Gas Line - Sizing, Upgrade and/or Renewals of Existing √ Hot Water Service Repairs and Replacement √ Gas Leak Detection and Repairs √ Carbon Monoxide Testing ✓ Installation and Servicing of all Gas Appliances
Roofing Replacement & Repair	 √ Roof Leaks - Location and Repairs √ Ad Hoc or Programmed Annual Assessments of all Gutters and Roof areas to help prevent potential issues and Leaks - including Clean-Out and General Maintenance √ Metal Roofing, Gutters, Box Gutters and/or Flashing Replacement

OUR PEOPLE, OUR TEAM



Adam Di Florio -Director

Adam is the sole owner and Director of Essendon Plumbing Services. A Licensed Plumber with more than 25 years experience in Commercial, Industrial and Residential Plumbing across multiple sectors including public, government & private.

Adam has a comprehensive understanding across all aspects of the plumbing process,

is a qualified Commercial and Residential Builder and has an extensive collection of contacts across all areas of the industry. Adam is responsible for the direction, financial structure and human resources at Essendon Plumbing Services.



Richard Hickson -Business Manager & Plumbing Estimator

Richard is a Licensed Plumber and has over 15 years of experience in Residential, Commercial and Industrial Plumbing.

Richard's successful drive and ambitious personality is best expressed in his commitment to continually providing our employees and customers with the best work environment and customer service experience than they can find anywhere else.

Richard's continued personal development has allowed him to successfully transition from hands on to management covering all aspects of running the business. From the day to day operations of Customer Services, People Management, Project Management and Quotations to a firm understanding of what's required to manage a successful 30 year organisation for continued success into the future.



Matt is a Licensed Plumber and has over 17 years of experience in Residential, Commerical and Industrial Plumbing.

Matt is a passionate, friendly and hardworking individual with a 'can do' attitude who delivers nothing but exceptional customer service. He consistently goes above and beyond to ensure that each client is 100% satisfied.

Matt's wealth of knowledge, built from many years of hands on experience in commercial plumbing and maintenance, means there is nothing he hasn't seen or dealt with before. Combined with his determination to please, this ensures a great result for the customer every time.

George Karaglanis - Administration Manager

George is a qualified accountant and has been with the company for more than 25 years. He commenced at EPS in 1993 the same year as owner and Director Adam Di Florio and in that time has built up a wealth of industry knowledge to combine with his accounting background.

George oversees all administrative duties and assists in making sure the business runs smoothly and efficiently and all administration tasks are completed to the highest standard. George maintains close personal interaction between EPS and its customers, suppliers and partners. Exceptional customer service is always at the forefront of his thinking.

Gwyneth Missen - Accounts Officer

With a can do attitude, Gwyneth is one hard worker! She has been at EPS since 2014 and her position is broad and includes administration services, general operations, accounts receivable, costing and budgetting to name a few. Gwyneth's friendly customer service skills are an asset to the organisation and you can be assured that all enquiries are handled promptly and professionally.

Yerdis Goodwin - Administration Assistant

Yerdis is our office all rounder. Her role encompasses many areas including but not limited to, accounts receivable, data entry, job raising and stock control. Your in safe hands when Yerdis is dealing with your enquiry, her attention to detail and customer service ability is second to none. For over 10 years Yerdis has been a big part of the Admin Team and has an excellent understanding of our industry and knows that often your enquiry requires an immediate response.

HEALTH & SAFETY

We're fast, reliable & responsive 24/7 WE NEVER COMPROMISE WHEN IT COMES TO HEALTH & SAFETY (OH&S)

Essendon Plumbing Services is proactively dedicated to compliance, and firmly committed to protecting people, property and the environment



Your site is as important to us as it is to you — and that includes our mission to protect every stakeholder that may come into contact with us, our works in progress, and the safety essentials of the site itself. Our stringent OH&S Policy, and our Environmental Impact Policy are always evolving to implement measures that remove any risk to the health and safety of our employees, contractors, or any other person who may be affected by our operations.

Our Promise:

You'll find Essendon Plumbing Services is an innovative and proudly progressive company.

We're committed to:

- Providing a Safe Working Environment and Safe Systems of Work at all times - including Effective Safety Management Policies
- Provision of Information, Training, Instruction and Supervision to ensure safety is key to all of our works and operations at every level, with regard to the avoidance of injury and risk to health





"The timely and professional service we receive from EPS is excellent. They have the ability to fulfil all of our needs related to plumbing (including mixing valve testing, toilet issues, drainage and general plumbing) and do so promptly. They coordinate everything! Being an aged care facility, we also need to feel secure, as do our residents, that we are dealing with a company that is trustworthy. They are easy to contact, really quick to respond, and all paperwork is supplied to us without delay. In one particular instance, we wanted to investigate the nature of Legionella, for our own information, and Richard provided us with a lot of resources, and even arranged for a specialist to come to our office and talk us through the process of ensuring we had highly-effective preventative measures in place. EPS really do go above and beyond and we are very happy to recommend them."

Brodie Parker, Holloway Hostel – Residential Aged Care

ACCREDITATION

- VBA RBP-CB-L 32081
- VBA Licensed Plumber PIC 38958
- Master Builder Member 180641
- Master Plumber Member 499887
- Cm3 Registered and Compliant
- Certificate IV in OH&S Management
- Construction Industry Inducted (Red/White card)
- ASIC Accredited
- Five D Compliant
- WorkSafe Licensed to Perform High Risk Work
- Police Check

- Working with Children Check
- First Aid Trained
- Confined Space Licensed

INSURANCE

- Public Liability \$20M
- WorkCover
- Defect Liability \$100,000
- Product Liability \$20M
- Contract Works Insurance \$1.2M
- Vehicle, Plant & Equipment

"EPS services our entire portfolio of commercial, retail, residential, rental and industrial properties promptly, and always demonstrates their reliability to efficiently understand what we need to have done. They then go one step further and advise us if there are any other property management issues that require attention and will arrange the relevant trades to attend to them quickly. As an ex-Plumber, myself, we have developed an excellent rapport, and I can always rely on their one-stop one-call service. Their knowledge is extensive, as is their ability to co-ordinate works to suit tenanted properties and after-hours necessities. They never fail to carry out all works to the standard I expect, and I am extremely happy to recommend them to others."

Phil Ridgeway, Ridgeway Group of Companies.



"Essendon Plumbing Services has given us impeccable customer service for eighteen years. They're reliable, honest, efficient and absolutely dependable in every way. One call is all it takes to get our plumbing (and any other trade) issues resolved 24/7. Our restaurants never sleep, and we have a continually revolving roster of managers and staff. Regardless of the seriousness of our problem EPS has a personal, friendly and professional approach to assessing what's required, they sort it out, and they keep exhaustive historical records of trade works we've had done in the past for easy reference. Their business excellence and personalised service just can't be faulted!"

Mykal Bartholomew, Tonka and Coda Bar Restaurants

