



STEAMATIC CORPORATE CAPABILITY STATEMENT



THE STEAMATIC GROUP OF COMPANIES



STEAMATIC HAS PROUDLY SUPPORTED THE INSURANCE INDUSTRY FOR OVER THIRTY YEARS. WE CONTINUE TO GROW WITH NEW TECHNOLOGIES AND AN EXPANDING BRANCH NETWORK AS EVIDENCE OF OUR ONGOING COMMITMENT.



CORPORATE STRUCTURE



Steamatic has grown to include three business units, each with its own area of specialisation, bringing great diversity, knowledge and stability to our business model. Each business has the capacity to independently deliver projects in its areas of specialty, while drawing on centralised group support systems and services. These central systems provide quality control and due diligence which ensures the same high standard is delivered on each project.

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Since Steamatic's establishment in Australia in 1986, commitment, expertise and integrity have been the cornerstones in delivering solutions to save property and restore lives and livelihoods.

For over 30 years, Steamatic has been Australia's leading provider of larger-loss restoration, cleaning and disaster management services and provides a complete service to the domestic and commercial restoration and loss mitigation sectors. Our servicing capability is unrivaled in Australia and the 25 other countries we operate in.

Headquartered in Melbourne, Steamatic Australia has a network of over 30 service response centres throughout Australia including Branch Offices in New South Wales, Queensland, South Australia, Tasmania and Victoria. In addition, Steamatic has the capability, resources and infrastructure to attend anywhere in Australia and in most parts of the world where a catastrophe has occurred. Our stated aim is to ensure our service and commitment to our clients meets our aspirations of quality and reliability whilst delivering an effective and cost-efficient service 24 hours a day, 7 days a week.

Steamatic is committed to helping insurance companies, loss adjusters and intermediaries reduce the cost of claims and retain their clients. Additionally, we aspire to provide the very highest levels of specialist large-loss services to a wide range of commercial, public and private sector organisations.

EXPERTISE

Since 1986 Steamatic Australia has been providing property damage restoration and specialised cleaning services to the insurance industry, commercial and industrial sector and the general public.

Headquartered in Melbourne, Steamatic has over 30 service response centres with Branch Offices in New South Wales, Queensland, South Australia, Tasmania and Victoria. Through the use of proven systems and the latest technology, we deliver a highly responsive and cost-effective service. Our innovative approach and on-going technology investment strategy ensures that we continue to enhance our market leading restoration and loss mitigation service package and remain at the forefront of continuous improvement within our highly specialised sector.



Quality Control:

Steamatic systems and procedures support best practices to enhance and monitor timeliness, information reliability and communication with key people internally and with external stakeholders.



Due Diligence:

From the first call to completion of the work, Steamatic performance monitors focus on two key sets of protocols: Service Standards & Reporting and Warranties. These combined protocols ensure timeliness of response, effective communication and a promise to deliver a quality product that is warranted for the period of one year.



Teamwork:

Through on-going training and certification programs, our highly skilled Technicians and Assessment Managers possess the highest degree of accreditation from the Institute for Inspection Cleaning Restoration Certification (IICRC). We specialise and combine our national resources to unite our skills, regardless of the size of location of the loss.



Expertise:

Steamatic's Management team has over 100 years of experience in property damage restoration. Through our consistent approach of training and certification, we are the experts of disaster restoration in Australia.



Time Management:

Thorough inspection, effective communication and resource management enables Steamatic to deliver a project on time within time frames communicated to stakeholders.



Reporting:

First Report within 24 hours.

Detailed Reports contain:

- Floor plan
- Digital images
- Damage assessment
- Repair/restoration Estimate

EXPERIENCE



The growth of Steamatic is the foresight of CEO Oliver Threlfall, who guides the direction of Steamatic Australia. His vision of developing a vibrant, contemporary and innovative restoration company that maintains a healthy respect for traditional values has been meticulously crafted for over 30 years.

Employing more than 300 staff Australia wide, Steamatic has played a leading role in the restoration and recovery of every major disaster in Australia including Cyclone Larry, Cyclone Yasi, Cyclone Debbie, Lismore Floods, regional storms in Queensland, Mackay Floods, Melbourne Floods, Sydney downpours and Newcastle Floods, as well as, emergency works and large losses overseas.

STEAMATIC MISSION STATEMENT

To be the world class leader in the provision of restoration and cleaning services.

To provide all customers with dedication, empathy and commitment, whilst maintaining a fair, ethical and dedicated service at all times.

We intend to uphold our Mission Statement by adhering to the following principles:

- Providing our employees with an equal opportunity work environment that will challenge them, offer growth, respect, safety and diversity.

- Establish and maintain a work environment that offers excitement, respect and variety.

- Ensuring customer satisfaction and exceeding customer expectations.

- Ensure our customers are satisfied all of the time.

- Be an environmentally conscious and community orientated company, through contribution and awareness of their respective needs.

- Be diverse in the way we treat our customers, peers and staff.

- Accepting and adapting to change where change can offer betterment to all stakeholders.

- Recognise that profitability and growth are essential.

- Always offer the highest ethics in all dealings.

CORPORATE GOVERNANCE

Steamatic Australia is a strong advocate of Corporate Governance. We have set in place policies and procedures to ensure that the company is not only delivering a high standard of work in a safe environment; but also, providing diversification within the workplace.

Through our internal and external audit systems, we are able to monitor and control the work product that is delivered to the client within set KPIs.

Steamatic Australia has many corporate policies and procedures set in place to align with our vision of Corporate Governance:

- Conduct police checks
- Hold Working with Children certificates
- WorkCover Insurance, General Liability and Management Liability Insurance
- Safe work method statements
- SDS
- Privacy Act
- Insurance Code of Practice
- Gender Equality
- Diversity Policy
- Process for Performance Evaluations
- Code of Conduct
- Compliance Procedures
- OHS/WHS Policies and Procedures
- Risk Management
- Drug & Alcohol testing in line with Fit Condition to Work Policy
- EED, Sexual Harassment & Discrimination Policy



STEAMATIC SERVICES

Since Steamatic's establishment in Australia in 1986, commitment, expertise and integrity have been the cornerstones in delivering solutions to save property and restore lives.

Steamatic is Australia's leading provider of cleaning and disaster management services and provides a complete service to the domestic and commercial restoration and loss mitigation sectors. Our servicing capability is unrivalled in Australia and the other 16 countries we operate in.

Headquartered in Melbourne, Steamatic Australia has a network of over 30 service response centres nationwide including Branch Offices in New South Wales, Queensland, South Australia, Victoria and Tasmania. In addition, Steamatic has the capability, resources and infrastructure to attend anywhere in Australia and in most parts of the world where a catastrophe has occurred. Our stated aim is to ensure our service and commitment to our clients meets our aspirations of quality and reliability whilst delivering an effective and cost-efficient service 24 hours day, 7 days a week.

Core Services:

- Fire/Smoke/Soot Restoration
- Water Damage Restoration
- Laser Light Cleaning
- Cryogenic Cleaning
- Dessicant Dehumidification
- Electronic and Mechanical Restoration
- Vacuum Freeze Drying for Document Restoration
- Mould Remediation
- Large Loss Response Capability

Enterprises Supported:

- Commercial Entities
- Industrial Facilities
- Electronic Data Processing Equipment
- Hospitality Industry
- Power & Energy
- Healthcare Facilities
- Educational Facilities & Campuses
- Retail Industry
- Government Facilities
- Manufacturing
- Financial Industry
- Real Estate
- Agriculture
- Pre-Loss Registration
- Disaster Recovery Plans

Contact contracts@steamatic.com.au or call 1300 783 262



SGR EXPERTISE

When there are multiple stakeholders in a project, it can be difficult to manage the outcome. But when we recognise that our goals are the same, working together can make a big difference.

That's what SGR's disaster strategy is all about. We work collaboratively with all parties in a recovery project to ensure all needs are understood and that the best remediation technologies are deployed. Our workforce of field experts can provide accurate, upfront information to assist stakeholders to make informed recovery decisions, including: initial mitigation strategies, restoration vs replacement cost reports, project timeline management – GANTT charts, stock valuations, causation reports, salvage options and valuations and business interruption strategies.

SGR offers pre-event loss planning to insurance brokers and risk managers. Putting a plan in place before an event occurs, saves time and money and helps streamline the restoration process and minimise the business interruption. We also offer a pre-registration priority service for clients that have potential risks for loss in Australia, as well as, overseas.

Core Services:

- Fire Damage Restoration
- Water Damage Restoration
- Electronic and Mechanical Restoration
- Dessiccant Dehumidification
- Laser Cleaning
- Cryogenic Cleaning
- Document Recovery
- Large Loss Response Capability

Enterprises Supported:

- Commercial Entities
- Industrial Facilities
- Electronic Data Processing Equipment
- Hospitality Industry
- Power & Energy
- Healthcare Facilities
- Educational Facilities & Campuses
- Retail Industry
- Government Facilities
- Manufacturing
- Financial Industry
- Real Estate
- Agriculture



Contact sgr@steamatic.com.au or call 1300 747 000



PLC EXPERTISE

Precision Laser Cleaning offers a modern unmatched way of cleaning with Laser ablation technology.

The unique circular scan pattern of our Laser System provides a geometrically more efficient solution to alternative methods without any mechanical, chemical or unauthorized thermal load on the carrier material. With the ability to change multiple parameters, we can provide unmatched precision and discrimination between a contaminant and a substrate to achieve different levels of clean. This provides a precise, effective, environmentally friendly and chemical-free way of cleaning metals, stone, glass, wood and many other substrates.

Applications:

- Rust, Grease, Oil Removal
- Paint Stripping
- Restoration
- Surface -Pre-treatment
- WEld Cleaning
- Mould Cleaning
- Stone Cleaning
- Printer Roller Cleaning

Industries:

- Industrial
- Automotive
- Aerospace
- Restoratiion
- Conservation
- Rail
- Printing
- Food Processing & Conveyors
- Offshore / Oil & Gas

Benefits:

- Non-Abrasive
- Non-Chemical
- No Media Clean-up
- No Mechanical Stress to Surface
- Consistent Cleaning Results
- Adjustable levels of Clean
- Easily Portable
- Instantaneous Results
- Runs on 240 Volts
- Environmentally Friendly
- Easily Contain Contaminants

Contact plc@steamatic.com.au or call 1300 783 262



CATASTROPHE RESPONSE

In an increasing volatile climate, natural disasters can strike anytime, anywhere.

Recent flooding and cyclone strikes are testament to the destruction that can wreak havoc without warning.

Steamatic has an Emergency Contact centre available 24/7 with an emphasis on sympathetic and urgent service via trained staff. The foundation of a successful financial recovery following a major disaster is an accurate and timely measurement of the damage sustained. From the initial clean-up mitigation to the rebuilding process, it is important to assign personnel with the ability and demonstrated capabilities to commence restitution.

Underpinning Steamatic's resources and capabilities, particularly in times of any natural disaster, are our 4 guiding features;

1: Catastrophe Manager

During a catastrophe, we appoint a Catastrophe Manager to organise and co-ordinate the entire event to ensure all issues are prudently instigated in a timely manner whilst adhering to service standards and efficient damage control.

2: Strength

Steamatic have 300 plus staff to move fast to any area where there is fire, flooding, tidal damage or cyclones. We have engineers and technicians on site within hours to assess, mitigate and quantify the loss as well as access to a wide variety of labour if needed.

3: Expertise

Having invested in leading edge technology, we have the right equipment to assist in any eventuality. Steamatic does not sub-contract and uses local labour as necessary.

4: Cost Effective

Our 25 years of experience with Commercial, Domestic and large loss projects means we are able to quickly identify components which are recoverable and then report the needs for immediate action. Combined with the significant savings achieved through restoration, it proves to be a compelling proposition.

Please contact us for more specific information and case studies



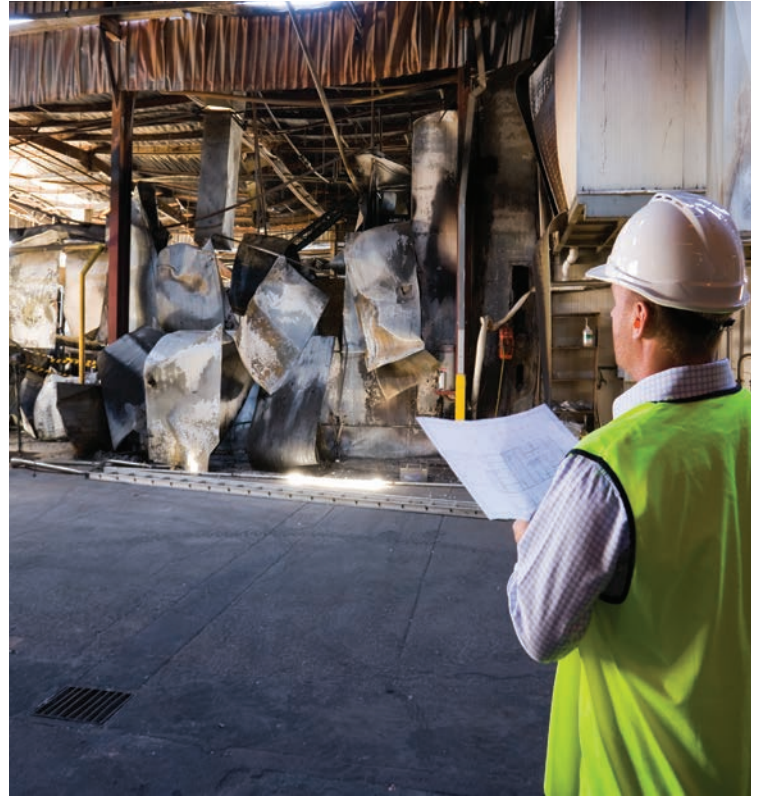
NOTABLE PROJECTS

- 2018 Tasmania University – Flood Damage
- 2018 Major Workwear Provider manufacturing Melbourne – Fire Damage
- 2017 University Clayton – Water Damage
- 2017 Secondary School Lismore – Flood Damage
- 2017 Penrith City Council – Document Recovery
- 2017 Timber Manufacturer Murwillumbah – Flood Damage
- 2016 Foil Printing Manufacturer – Fire Damage
- 2016 Sports Centre Epping – Fire Damage
- 2016 Hobart Department Store – Flood Damage
- 2015 Optical Media Manufacture Sydney – Storm/Water Damage
- 2015 Fruit Manufacturer Mildura – Fire Damage
- 2015 Logistics Distribution Centre Sydney – Storm/Water Damage
- 2014 Hospital Melbourne – Water Damage
- 2014 Food Manufacturing Machine Rebuild Melbourne – Fire Damage
- 2014 Wivenhoe Power Station – Fire Damage
- 2014 Oaky Power Station – Fire Damage
- 2014 Queensland Government Building – HVAC Decontamination
- 2014 Prominent Restaurant Melbourne – Fire Damage
- 2014 University Melbourne – Document Recovery
- 2013 Export Grain Silo Port Adelaide – Decontamination
- 2013 Bundaberg Shopping Centre – Flood Damage
- 2013 New Caledonian Nickel Mine – Fire Damage
- 2013 Tanzanian Telecommunication Exchange – Fire Damage
- 2012 Chrome Plating Manufacture Melbourne – Fire Damage
- 2012 Warrnambool Telecommunication Exchange – Fire Damage

Contact contracts@steamatic.com.au or call 1300 783 262 24/7 for more information







Steamatic Locations:

- Adelaide
- Albury-Wodonga
- Ballarat
- Ballina
- Batemans Bay
- Bega
- Bendigo
- Brimbank
- Brisbane
- Bundaberg
- Cairns
- Canberra
- Central Coast NSW
- Central West
- Coffs Harbour
- Devonport
- Geelong
- Gippsland
- Gold Coast
- Hobart
- Horsham
- Mackay
- Melbourne
- Mildura
- Moreland
- Newcastle
- Port Macquarie
- Regional SA
- Rockhampton
- Shepparton
- Sunshine Coast
- Sydney
- Tamworth
- Toowoomba
- Townsville
- Wagga Wagga & Riverina District
- Warrnambool
- Western Australia
- Wollongong
- Yea

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