



JUVENAIRE[®]

The trusted name in restoration

Capability statement

Our capability

Juvenaire is the largest independent disaster recovery, restoration and cleaning management company in Queensland. In the event of a disaster, Juvenaire is capable of implementing emergency plans to meet the needs of any situation. We provide our clients with the experience and expertise to manage and restore the environment back to its pre-loss condition FAST!

Juvenaire has a hands on approach to all stages of the process from 24/7 project management through to the final outcome – restoration. We deliver cleaning and restoration services in-house for fire and smoke damage, water and storm damage, mould remediation, asbestos removal, crime and trauma scene bio-recovery and biohazard situations.

Our proven track record is based on:

- ✓ Dedicated teams who are qualified specialists in one or more disaster areas of; Fire & Smoke, Water and Storm, Mould remediation, Asbestos removal, Crime and Trauma Scene Bio-recovery and Biohazard situations.
- ✓ A communication system that guarantees fast response time and a single point of contact throughout the process.
- ✓ A ready supply of drying and cleaning equipment and products for speedy deployment to the disaster site.
- ✓ Pack out system that allows for damaged contents to be restored in-house while your property is being restored.
- ✓ A state of the art facility at Archerfield capable of cleaning, restoring and storing contents safely and securely.
- ✓ Quality assurance standards applied to all stages of the project.
- ✓ The implementation of environment management systems for a sustainable future
- ✓ Ongoing research and training so we are applying industry best practice at all times to ensure our team delivers the best outcome for you, the customer.

The cornerstone of our business is our expertise and capability to deliver a 24/7 hands on approach with full turnkey cleaning restoration services and storage following a disaster.

Our services

As disaster recovery and restoration specialists, Juvenaire has the capacity to handle large volumes of work across a broad range of services.

Fire & Smoke Damage

Juvenaire gives fire damaged environments, both building and contents the full treatment they require. For the environment to be safe, it must be decontaminated not just redecorated. Juvenaire's dedicated team of fire damage restorative cleaning specialists ensure that the threat to health and safety posed by fire and smoke residues are safely and permanently eliminated, so that the environment is left ultimately safe as well as exceptionally well cleaned and restored.

Juvenaire's specialised fire damage services provide:

- ✓ 24 hour emergency services
- ✓ Removal of toxic gases and odour providing a cleaner healthier environment
- ✓ Removal of soot and smoke damage from the building and contents
- ✓ Restoration of fire damaged upholstery and carpets
- ✓ High pressure water blasting for restoration of brick work and graffiti removal
- ✓ Professional cleaning of fire and smoke damaged clothing & drapery
- ✓ Cleaning and restoration of soft contents – Esporta Wash System
- ✓ Cleaning and restoration of hard contents – Fireline Ultrasonic Wash System
- ✓ Ultrasonic cleaning of blinds for thorough removal of soot and smoke odour
- ✓ Professional cleaning of fire affected electronic equipment (TVs, computers, stereos)
- ✓ Pack out: Packing and inventory
- ✓ High security storage facilities
- ✓ Non-structural demolition

Water & Storm Damage

When water enters a building, penetration of the structure occurs and absorption into the pores of the building materials (sub-floor & walls) results. The process for restoring the water damage therefore requires drying the floor coverings and drying the building structure.

Juvenaire's qualified and experienced team of water damaged restoration technicians are available around the clock to deal with such emergencies, to ensure that the building is properly dried and restored back to its pre-loss condition, with minimal down time.

Juvenaire specialised water damaged services provide:

- ✓ 24 hour emergency water extraction
- ✓ Specialised drying of carpets and building structure
- ✓ Cleaning and restoration of water affected contents
- ✓ Moisture inspection and detection (thermal imaging)
- ✓ Structural building drying
- ✓ Sewage clean-ups and decontamination
- ✓ Mould Remediation

Mould Removal

Moisture control is the key to mould control. To effectively remediate mould includes both the identification and correction of the conditions that permit mould growth and the steps to safely and effectively remove mould from the building and damaged materials. Mould is deceiving and may appear harmless; however this is a misconception as mould is very unsafe for human health and can cause serious damage to the building and its contents if not treated correctly. Juvenaire's qualified technicians are able to apply all necessary steps to correct the water or moisture problem and remediate all mould damage.

Juvenaire provides specialised mould removal services:

Inspection and testing to identify the particular type of mould in order to apply the correct treatment for an effective remediation plan that includes:

- ✓ The use of appropriate personal protective equipment (PPE)
- ✓ The steps to carefully contain and remove mouldy building materials in a manner that will prevent further contamination
- ✓ Moisture readings
- ✓ Restoration or remediation of documents, books, soft contents and clothing
- ✓ Other services such as air quality testing
- ✓ Minimal disruption to the activities undertaken at the site
- ✓ Complete mould remediation of building and contents

Soft and Hard Content Restoration

Juvenaire specialises in content restoration and with the technology of the Esporta Wash System and Fireline Ultrasonic Cleaning System, now leads the industry. Juvenaire is the only company in Australia to possess an Esporta Wash System and the newest Fireline Ultrasonic Cleaning System. These systems allow for the most proficient and effective soft and hard content restoration, allowing for a speedy and professional complete restoration process.

The Esporta Wash System is a machine that has the ability to clean and restore items like shoes, boots, soft toys, leather jackets, motorcycle helmets, golf bags and leather bags. This allows Juvenaire to restore an average of 85% of soft contents previously considered non-recoverable.

The Fireline Ultrasonic Cleaning System uses cavitation technology as a method of cleaning hard contents. The cavitation bubble is the key to the success making it the most thorough cleaning method for contents such as model cars, battery operated toys, tools, small electrical items, handbags, kitchen ware and China.

With our in-house cleaning methods and machines, Juvenaire provides quality workmanship and fast turnaround times ensuring we meet all the needs of our client. Our complete restoration package consists of pick-up, ozone treatment and cleaning, disinfecting, deodorising, storage, delivery and inventory of damaged clothing, soft and hard contents.

Asbestos Removal

Asbestos is an extremely hazardous material and requires stringent controls in its removal and disposal. The removal of asbestos containing material can be a high risk process as a significant disturbance of asbestos in the material can occur whilst removal takes place. This disturbance significantly increases exposure to respiratory airborne asbestos fibres and therefore should only be removed by a professional. Juvenaire is qualified and experienced in the removal of asbestos and holds a B Class license for the removal of bonded asbestos which is a mandatory requirement.

We have also implemented and maintained compliance to the following three recognised management standards

- ✓ AS/NZS ISO 9001/2008 (Quality)
- ✓ AS/NZS 4801:2001 (OH&S)
- ✓ AS/NZS ISO 14001:2004 (Environment)

Juvenaire provides a specialised asbestos removal service that includes:

- ✓ Classification and risk assessment associated with the asbestos
- ✓ Monitoring and treating the asbestos in accordance with the set removal guidelines
- ✓ Ensuring the health and safety of all workers engaged in the process through the use of well maintained industry standard safety equipment

Methamphetamine Lab Clean up

Juvenaire recognises the manufacture of illicit drugs predominantly Methamphetamine, as a significant issue that is becoming increasingly common. The manufacturing of this illicit drug involves a cooking process where mixtures of dangerous chemical vapours permeate all porous surfaces, filling the property with harmful chemicals. These dangerous chemicals emit fumes which are absorbed and contaminate property carpeting, wallboards, ceiling tiles, wooden items, kitchen benches, utensils, children's toys etc. If left un-remediated, properties that have been used as a methamphetamine lab poses serious health problems to future inhabitants. Juvenaire's specialised and qualified technicians perform pre and post testings to determine the presence and contamination level of methamphetamine. With these readings the technicians can co-ordinate the most effective remediation plan to be implemented to allow for a successful outcome; a healthy liveable environment.

Juvenaire provides a specialised methamphetamine lab restoration service that includes:

- ✓ Pre testings to determine the level of contamination
- ✓ Appropriate PPE for all involved
- ✓ Complete decontamination of interior structure and contents affected by harmful chemicals
- ✓ Post testings to determine the environment is decontaminated to a safe, liveable level
- ✓ Qualified scientist providing the tick of approval presenting a safe and completely decontaminated property

Crime and Trauma Scene Bio-recovery

Juvenaire provides a unique service of crime and trauma scene bio-recovery needed during unpleasant and tragic circumstances. Juvenaire's qualified technicians are trained in the safe and effective clean up and removal of biohazard materials such as blood, body fluid and tissue removal for all circumstances including suicides, homicides, accidents and unattended deaths. These situations can be traumatic and distressing and therefore Juvenaire's specialists approach each scene with the upmost respect for the family, friends and colleague involved.

Crime and Trauma Scene Clean ups can be tedious and time consuming as the smallest droplet of blood not removed could prove devastating for those related to the trauma victim. Juvenaire's technicians are trained to complete each individual job meticulously and thoroughly and provide a complete restoration service. Our customer's are top priority and therefore Juvenaire attends and completes each job at the highest standard.

Our Management Team



Steve Thornton Smith **Chief Executive Officer**

Steve is the CEO and founder of Juvenaire. In the past twenty years he has built the business from a small enterprise to the largest independent restoration company in Queensland.

Juvenaire's success and longevity can be attributed to Steve's focus on five key strategies - grow organically, invest in staff development, use the best methods and equipment to do the job, maintain high standards and, above all, deliver to the satisfaction of the customer. The company's recent move to the state of the art facilities at Archerfield is testament to the success of the business under Steve's leadership.

Steve is recognised as an expert in the restoration industry. He has achieved this status from years of hands on experience coupled with his depth of knowledge acquired through research and practical application across all four areas of disaster recovery and restoration.

Peter Cooper **General Manager**

Peter has been part of the senior management team at Juvenaire for 7 years. In this role Peter manages the claims and the day to day operations of the business. Since taking on the role as General Manager Peter has seen the company expand its services and increase its annual turnover significantly making Juvenaire Queensland's premier restoration company.

Prior to joining Juvenaire, Peter was the purchasing officer for a large state wide grocery wholesale company for 21 years where he managed a dynamic team of 20 staff. In his time at this organisation he saw the company turnover increase from \$29 million per annum to \$365 million.

Peter brings to the Juvenaire team the management experience and expertise that assures a quality of service to the customer at all times.

David Saunders

Senior Project Manager

David has more than 15 years experience in the restoration and carpet cleaning industry with extensive expertise in water and fire damage. He has worked for 7 years with Juvenaire and provides a key role in managing the onsite teams to ensure the restoration is done effectively and efficiently.

David specialises in the complex and high priority projects that require particular attention to detail. His experience in the restoration industry covers a wide range of disaster situations from domestic to large commercial sites and is fundamental in the success of Juvenaire's restoration process.

Jesse Drost

Project Manager

Jesse has a combined 15 years experience in the restoration industry in Australia and the USA. He has completed various courses and certificates adding to his capability and knowledge within the industry. Among these, Jesse has attended a three day Centre for Advanced Restorative Drying course in Burlington Washington, USA and a four day mould and sewage damage training course, qualifying him as an Applied Microbial Remediation Technician.

He has also completed and is IICRC certified in water damage restoration and carpet cleaning and has acquired a PRM20604 Certificate 2 in Asset Maintenance. Jesse is an important part of Juvenaire and as a leader of the technicians; managers each job from beginning to end, making him valuable to the success and efficiency of Juvenaire's disaster recovery and restoration process.

Cassy Bond

Financial Controller /Accountant

Cassy leads the finance team in the provision of excellent standards of service to Juvenaire with over six year's financial experience. Cassy provides the focal point for advice and technical expertise in financial management, including the development of all accounting policies and procedures within Juvenaire.

In conjunction with the daily accounting procedures Cassy's role is to identify the efficiency and effectiveness of business activities, and the profitability of such practices. Cassy's position plays a pivotal role in supporting financial consolidation and growth and ensures that financial aspects of regulatory compliance and audit commitments are fulfilled.

Jackie Laugesen

Contents Warehouse Manager

As the content warehouse manager, Jackie's role is essential in the co-ordination and running of Juvenile's warehouse. With 8 years industry experience in building and contents, commercial and residential for fire, water, mould and biohazard situations, Jackie's contribution is critical to the success of Juvenile's recovery and restoration process.

Jackie has participated in Total Contents Cleaning Training and Customer Service Skills Workshops which have assisted in the co-ordination of running multidisciplinary teams onsite and in-house. The last 3 years Jackie has focused on all aspects of contents management, including the co-ordination of total content pack outs from site to the warehouse and managing the restoration process of contents to pre-existing condition.

Donna Buxton

Marketing Co-ordinator

Donna has joined Juvenile's team as the marketing co-ordinator. Donna has previously completed a Nursing degree, specialising in gynecology, urology, plastics and ENT. Her role within Juvenile arose through her decision to change careers and take on new challenges. She is currently studying a bachelor of business majoring in marketing and joined Juvenile to help facilitate the company in all aspects of marketing.

Donnas' day to do activities include website optimisation, SEO management, SEM management, advertising, PR, co-ordination of events, implementation of marketing strategies, research and development and maintenance of customer relationships.

Josephine Mackay

Claims Manager

Jo has extensive experience in the operation of Juvenaire's day to day management and process of claims. When disaster strikes, Jo is the first point of contact with the insurance companies or the insured themselves. Her outstanding organisational skills allow Jo to oversee all projects, assigning each to project managers and technicians and monitoring these claims through to the final report and the completion of the restoration project.

Her role is pivotal to the success and efficiency of Juvenaire as a company.

Jess Mitchell

General Manager Personal Assistant

Jess is the personal assistant of Juvenaire's General Manager. Her role within Juvenaire is crucial for the successful running of the internal business structure. Coinciding with Juvenaire's G.M, Jess writes new and upgrades policies and procedures in accordance with continually changing and improving training methods within the industry.

Her role consists of implementing these policies and procedures with the technicians contributing to the exceptionally high skilled and trained specialists within Juvenaire.

Rhianna Austin

Reception

Rihanna is Juvenaire's first point of contact for all enquiries and support. Her position is vital in Juvenaire's success to manage and assist all incoming calls and directing and delegating those to appropriate divisions.

Rihanna's 3.5 years experience has contributed to the maintenance of a highly organised office and her assistance with claims allows Juvenaire to handle large inflows of calls.

Our Customers

Juvenaire has been providing restoration services since its inception in 1991 and has built a strong relationship with leading businesses including;

✓	AAMI
✓	Allianz
✓	APIA
✓	Chubb
✓	Comminsure
✓	GIO
✓	QBE
✓	QBuild
✓	RACQ
✓	Shannons
✓	Suncorp
✓	Vero
✓	Zurich

Contact Us

You can learn more about Juvenaire and the services we provide by visiting our website www.juvenaire.com or contact us directly.

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In summary

- ✓ Juvenaire has a proven track record that makes it the industry leader in disaster management and restoration for Fire and Smoke, Water & Storm, Sewage, Mould, Asbestos removal and biohazard decontamination.
- ✓ In the event of a disaster, our specialist teams are capable of implementing emergency plans to meet the needs of any situation.
- ✓ Juvenaire has the capacity to handle large volumes of work across a broad range of services.
- ✓ Juvenaire has a hands on approach to all stages of the process from 24/7 project management which begins with guaranteed response time through to the final outcome –restoration.
- ✓ We provide our clients with a full turnkey cleaning restoration services to restore the environment back to its pre-loss condition and FAST!
- ✓ We deliver cleaning and restoration services in-house using our dedicated teams who are qualified specialists in one or more disaster areas of Fire & Smoke, Water and Storm, Sewage, Mould removal, Asbestos removal and biohazard decontamination.
- ✓ We are ready at short notice to deploy our well maintained drying and cleaning equipment and cleaning products to the disaster site.
- ✓ Our state of the art facility at Archerfield is capable of cleaning, restoring and storing contents safely and securely. We are the only company in Australia to own and operate the Esporta Wash System and the Fireline Ultrasonic Cleaning System which have the ability to restore soft and hard contents previously considered non-recoverable.
- ✓ We implement environment management systems for a sustainable future.
- ✓ Juvenaire holds the mandatory licenses and accreditation for all aspects of disaster recovery for Fire and Smoke, Water & Storm, Sewage, Mould, Asbestos removal and biohazard circumstances.



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