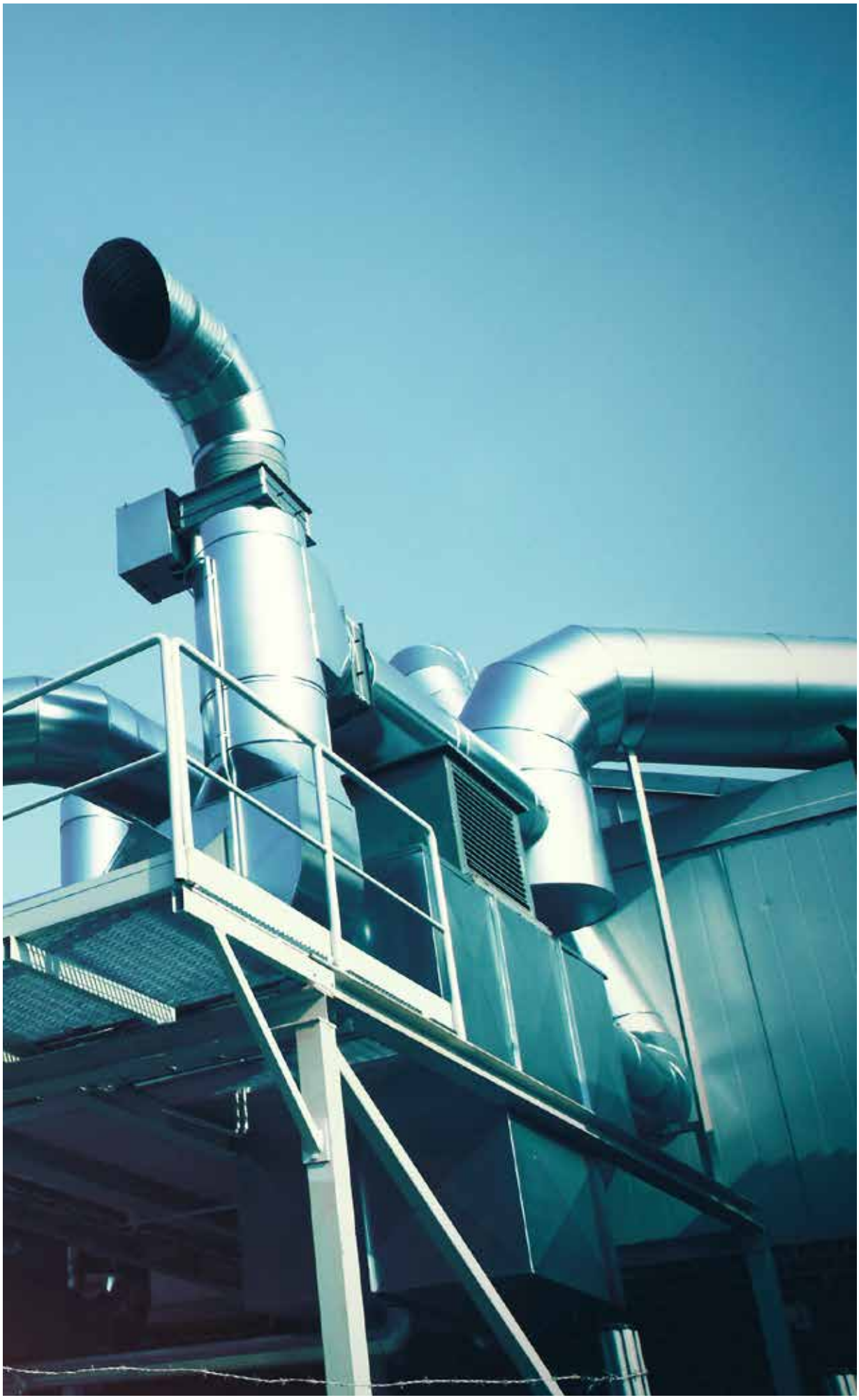
2023

HVAC REMEDIATION AND DECONTAMINATION

CAPABILITY STATEMENT

airrestore.com.au



COMPANY OVERVIEW

Established in 2002, Air Restore is a leading, privately-owned HVAC decontamination and restoration management company headquartered in Brisbane, Queensland.

Air Restore's team of qualified technicians provide a range of HVAC hygiene and remediation services for sectors including: commercial, industrial, retail, hospitality, health care, aged care and government.

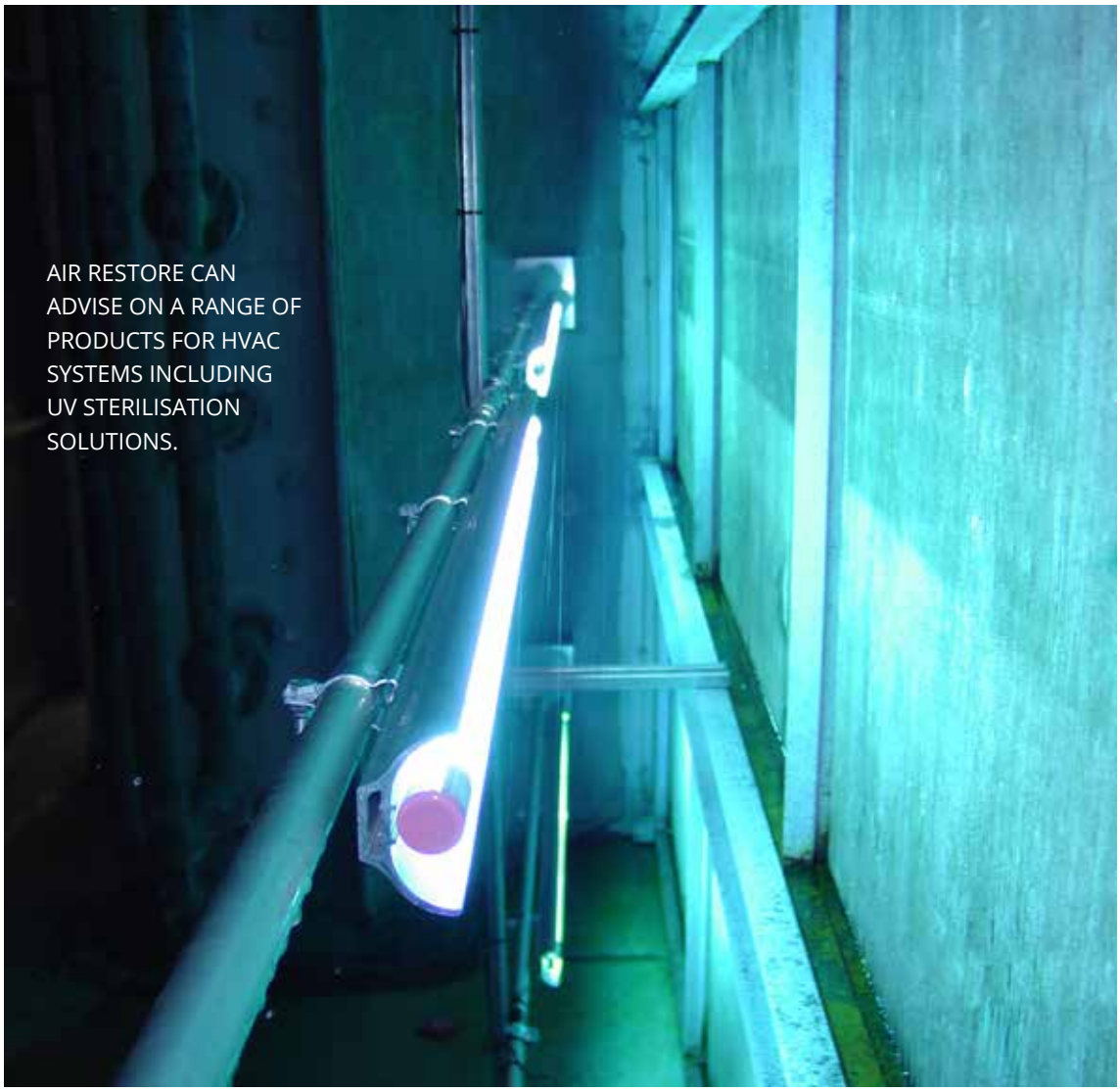
Serving the public and private sector

Air Restore has experience working with a wide range of clients including:

- Hospitals and healthcare facilities
- Commercial buildings and shopping centres
- Pharmaceuticals and specialist manufacturing laboratories
- Multi-residential and office buildings
- Entertainment centres and sports facilities
- Hotels, casinos and leisure precincts
- Universities, research facilities and school-based laboratories

OUR COMMITMENT

No matter how large or small your organisation, we understand the importance of working collaboratively with you. With our stability, geographic reach, knowledge and experience Air Restore is well placed to manage your HVAC hygiene requirements – and we place great emphasis on developing and maintaining strong relationships with our clients.



AIR RESTORE CAN ADVISE ON A RANGE OF PRODUCTS FOR HVAC SYSTEMS INCLUDING UV STERILISATION SOLUTIONS.

Why choose Air Restore?

- Over 20 years in the duct cleaning industry
- Certified ISO9001
- Comprehensive completion reports, with before and after photos
- Fully insured with Public Liability and Work Cover
- All staff have company comprehensive training
- Compliant with Australian Standards

OUR VISION

We are committed, not only to delivering quality services and products to our clients but to improving the quality of Australia's indoor environments – our workplaces, healthcare facilities and public buildings through education and best practice.

We aim to provide strong leadership in all aspects of our business so that we can work more effectively with our clients and stakeholders, including our staff.

Our leadership is shown through our:

- Practising leadership team, with an open-door policy and
- Operations system, which is continually improved and updated
- Research and development, building strong relationships with product manufacturers and industry associations

HVAC HYGIENE AUDITS

HVAC hygiene and duct cleaning projects can be complicated, involving high-risk sensitive environments in hospitals, research laboratories or pharmaceutical manufacturing facilities. They may also require a considerable financial investment from the client.

The technical team at Air Restore has over 20 years of experience in the HVAC hygiene industry and can identify and measure all possible HVAC contaminants.

We can conduct HVAC hygiene audits and prepare a detailed scope of remedial works to restore the indoor air quality of your building or facility.

After the initial consultation, we can tailor a range of services, including:
HVAC Hygiene Audits
Air Restore can suggest an inspection schedule considering the age of assets, number of run hours and criticality of the areas the HVAC system serves.

Each audit includes a thorough inspection of the AHU, including associated components (coils, drain trays, fans, motors, walls, lights and dampers), a representative review of outside air, supply air, and return air ducting. A sample of flexible ducting, cushion head boxes and grilles rounds the audit. The final audit report is easy to read, with lots of images. It also details the scope of work and estimated budget for remedial works.

TENDER ASSISTANCE
Many engineering consultants have used air Restores HVAC Hygiene audits as part of their tender package for refurbishing air handlers and cleaning ducting.
CLEANLINESS

VERIFICATION
Third-party cleanliness verification and inspection of HVAC hygiene and duct cleaning projects can deliver actual results and save your business thousands. Most ducting is not easily accessible or available for inspection during a live duct cleaning project verifying 100% completion of the duct cleaning project scope.
We provide practical ‘cleanliness verifications’ to ensure project quality and peace of mind.

HVAC REMEDIATION AND DUCT CLEANING SOLUTIONS

Air Restore is committed to quality service and customer satisfaction, certified to ISO 9001:2015 Quality Management System, we provide the following services:

- Duct cleaning and HVAC restoration
- Mould decontamination and removal
- Fungicidal Protective Coatings
- Corrosion Control and Painting of
- Mechanical Plant and Equipment
- HVAC inspections and hygiene audits
- Construction contamination control
- Filtration sales and maintenance including filter-bank upgrades
- Air Handler & Coil Cleaning
- UV-C Coil & Air Purification
- Plant room cleaning and restoration
- HVAC Asset Management Plans (Large scale facilities
- (Audit, Remediation & Preventive Maintenance Plans for Large Facilities)
- Carpet and Upholstery cleaning and remediation
- Contamination and dust control equipment
    - Mobile dust cart
    - Portable Isolation Unit

HVAC SYSTEM CLEANING, DECONTAMINATION AND RESTORATION

Air Restore is a high-tech HVAC cleaning, decontamination and restoration company.

Duct cleaning is a misleading term, as it implies just the ducting network of the HVAC system is cleaned. To yield positive results, total system cleaning, decontamination and restoration of all ductwork, fans, coils, internal insulation and other components may be required.

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To protect your occupied space and building occupants from contamination, the actual cleaning and decontamination process is conducted under negative air pressure. The contaminants are drawn into a large HEPA (high efficiency particulate arrestive) filtration machine that is 99.97% efficient at 0.3 microns. The source removal of contaminants without the use of negative air machines poses a risk of cross contaminating the building and increasing the risk of occupant exposures to contaminants found in the air handling system. We utilise the latest robotic cleaning equipment available in the global market.

To validate the effectiveness of cleaning and decontamination projects we follow the guidelines laid out in AIRAH Standard ACR 2012 Assessment, Cleaning, and restoration of HVAC systems. We take before and after photographs of all systems cleaned and provide a comprehensive maintenance report with each project.

Our guaranteed results:

- Eliminate the risk of IAQ related problems from contaminated HVAC systems and components such as coils, condensate drain trays, fungal contaminated internal insulation etc.
- Cooling coils heat transfer ability is restored and the pressure drop across the coil is reduced resulting in a saving on fan energy.
- Overall system performance will increase and energy consumption will be reduced.
- Control system components (sensors & dampers) will respond better which is particularly important in the event of a fire.

DUCT LINING RE-SURFACING & REPLACEMENT

Often duct linings (generally fibreglass) can be 25 to 30 years old, are perforated and have accumulated dust and dirt on the surface and throughout the thickness of the lining. They are often impossible to effectively clean at this stage of their life.

The facing of the fibreglass lining may have broken down, allowing the fibreglass to be exposed to the airflow causing delamination of the fibres and causing them to become airborne and transported to the occupied conditioned spaces of a building.

In some cases the linings may have become damp. In combination with the dirt and dust this situation provides an ideal environment for the proliferation of fungal spores.

Even when dried out the linings will still be contaminated with dormant fungal spores awaiting appropriate conditions for growth.

If there has been a fire in the building the linings will be impregnated with soot and smoke. The smell is often difficult to eliminate.

On occasions some large sheets of the internal linings come loose from the duct surface and effect airflows down the ducted system.

Because the original internal linings were installed to either prevent noise transmission or as a thermal insulator, then the replacement lining needs to have at least the same acoustic and thermal properties.

We can advise on the most suitable product for this application.

Most currently installed linings are formed to the duct during duct manufacture. The new lining needs to be flexible as it must now be installed through access openings informed ducts. The linings should be fire and chemical resistant and have a surface suitable for future cleaning without damaging the lining.

Some internal linings may require remedial work to prevent further delamination or contamination resurfacing the lining may provide a cost effective solution over complete replacement however this needs to be assessed on a case by case basis the re-surfacing products we utilise are approved for safe use in air handling systems.

During the removal of old and contaminated linings it is important that the removal process does not contaminate the remainder of the ducting with loose fibres and particles. The ducting must be maintained under negative pressure to ensure full containment of old fibreglass fibres and airborne fungal spores that will be generated by the removal process. The exhausted air from the fans creating the negative air pressure must be HEPA filtered to avoid contaminating occupied spaces.

FILTER MAINTENANCE AND MANAGEMENT

Filtration maintenance and management is critical for protecting the health of building occupants and protecting HVAC systems, associated components and the ducting.

How it works

Air Restore will create a database of all relevant HVAC plant and include the following variables:

- Asset no. or plant identification no.
- Location of plant
- Task description
- Service schedule
- Type of filtration, qty, media type and specifications
- Pressure drop readings across the filter bank
- Number of washers per filter for washable media re-order code
- Service notes and date of service

These database elements will be assessed to meet your requirements and will be used to create a tailored service schedule.

Common service schedules may detail actions like:

- Remove and clean pre-filters at the outside air intake
- Remove and clean pre-filters at the AHU
- Check the unit for unusual noise and vibration. Advise maintenance engineer
- Inspect secondary filters in AHU and advise maintenance engineer when replacement is required
- Record the pressure drop across the filters where there is installed provision for doing so
- Inspect coils and dampers, ensure they are clean and operational
- Inspect condensate drains and clean where necessary
- Advise maintenance engineer of any corrosion or deteriorating paint
- Inspect porous internal insulation for delamination or mould growth
- Advise the maintenance engineer if major works required or insulation is damp/wet
- Check for any air by-pass around filters and corroded filter housing

COIL CLEANING

Air Restore has a comprehensive understanding of the issues involved with contaminated coils. If cooling coils are well maintained they will help protect occupant health and improve system performance, lowering energy consumption.

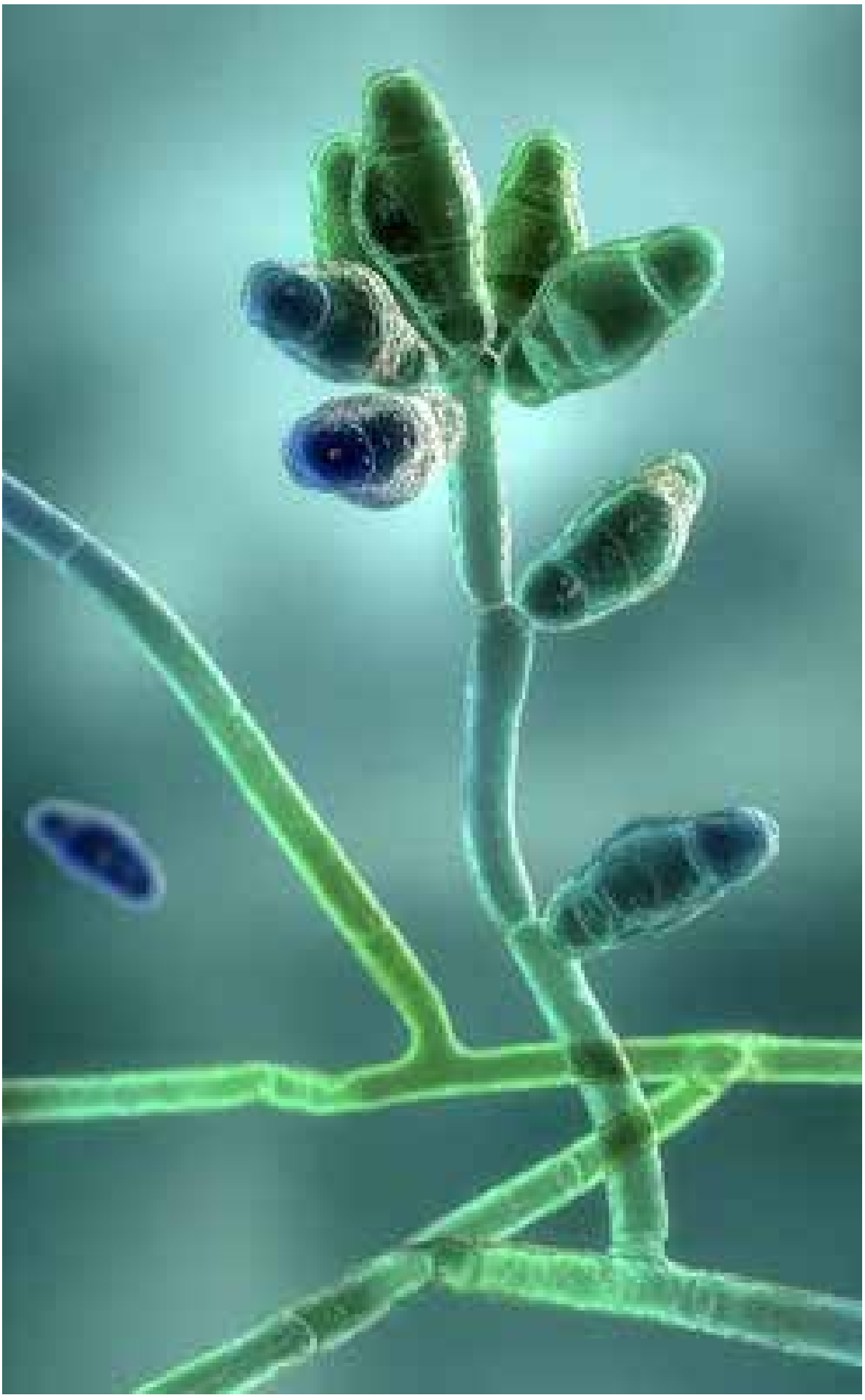
In Queensland's hot, humid climate cooling coils provide opportunity for microbial growth and dissemination of microorganisms and their by-products throughout a building. As air entering the building passes through the coil it deposits dust on the coil fins. This dust, combined with condensation and moisture that are produced by the normal running of the cooling coils are at risk of biofilm growth.

Fungal contamination of cooling coils is also a common problem. Fungal spores can be released into the airflow from coils and contaminate downstream air conditioning components and the building air.

It's important to start good cleaning procedures, as soon as coils are put into operation.

When you look at an installed cooling coil you're only visualising a section of the surface area that the air passes over, dust and biofilm generally builds up in the centre of the unit in the direction that the air passes over. If coils are cleaned only upon a visual dust build-up it's likely you've got a contamination issue and your cooling system isn't running efficiently.

Filtration efficiency, hours of operation, use of building and location all need to be considered when determining how often individual installations will require cleaning. Regular inspection is recommended to determine the time frame for cleaning and sanitising of coils.



MOULD DECONTAMINATION REMOVAL AND REMEDIATION

Air Restore has 20 years of experience providing high-quality decontamination and mould remediation services in HVAC systems and commercial environments. We mange all aspects of mould contamination in a professional and efficient way with as little disruption to your organisation as possible.

The Key to Mould Control is Moisture Control

When addressing mould problems, don't forget to address the source of the moisture, or the mould problem may reappear! Remember to check for high humidity and condensation problems, water leaks, maintenance, and MOULD REMEDIATION system problems.

Protect the health and safety of the building occupants and remediators. Consult a health professional as needed. Use PPE and containment as appropriate when working with mould.

Air Restore offers mould remediation and decontamination services for commercial buildings, hospitals, healthcare facilities, and aged care villages. Office buildings often have a mixture of environments, and a combined approach best manages mould remediation and biological decontamination. For example, some areas are confined, some contain equipment, instruments and monitors, and some are large and dispersed with various furniture and fabrics.

Air Restore takes WHS very seriously, and we have built our business on 20 years of experience providing high-quality HVAC decontamination and mould remediation services. We are certified under ISO 9001 and work to Australian Standards and AIRAH HVAC Hygiene Best Practice Guidelines.

Our qualified team of technicians have the follow credentials

- NADCA Certified Staff
- Certified Mould Remediators

Our Team issues a fully documented test report and certificate of compliance detailing all test procedures and reference calibrations.

We will report any repairs, adjustments and recommednations for future actions.

WATER DAMAGE AND REMEDIATION SERVICES

We are certified to serve the professional disaster restoration industry by inspecting and investigating water damage and associated contamination.

Our trained staff can develop restoration work plans and procedures to international standards - IIRC s500 and S520 and conduct on-site consultations for insurance assessments and provide comprehensive reports with clear strategies for remediation works.

No matter the water category or building composition, we are certified in Asbestos analysis and clearance certification and can complete a thorough assessment for any insurance needs.

Using the latest technology and equipment, our technicians adhere to international standards in assessing water migration and water intrusion into building materials and contents. We establish drying goals according to your requirements and provide recommendations and guidance from initial inspection to post-remediation clearances.

Our completed reports make assessments following applicable industry standards, AIRAH HVAC hygiene and industry best practices and include relevant sections of the building code of Australia as required.

We customise the contamination and control strategies to your project, accounting for factors like size, type and potential amount of contaminants, building characteristics and materials and occupancy and consequences to potential exposure.

On completion of any remediation project, we provide you with a detailed report outlining all works completed, clear visual evidence of completed work and recommendations for any future actions required.


POLIVAC

COMMECRCIAL CARPET AND UPHOLSTERY CLEANING AND REMEDIATION

Air restore offers a complete commercial carpet and upholstery cleaning and remediation service.

Our team of qualified technicians can assess your cleaning requirements and provide you with an obligation free quote. We offer the service to commercial clients as part of our mould and water damage remediation services.

Using the latest equipment the 'Predator' is a powerful yet versatile machine we can use across a variety of materials.

Commercial cleaning:

POWER is provided by a revolutionary new recovery system which combines with fully rubber mounted vac motors to produce one of the most powerful portable machines available today.

PORTABILITY via easy-grip handles and pneumatictyres that make tight manoeuvring and stair climbing an effortless exercise.

VERSATILITY that means the ability to handle the widest possible range of cleaning tasks, from the most delicate fabrics to large commercial areas.

PRINCIPAL TEAM MEMBERS

SCOTT SUMMERVILLE, BSc
MANAGING DIRECTOR

Scott has over 20 years' business experience specialising in critical environment testing, indoor air quality testing and HVAC hygiene management. He is a member of the Australian Institute of Refrigeration Air-Conditioning and Heating (AIRAH), the Institute of Hospital Engineering Australia (IHEA) and the Association of Biosafety for Australia and New Zealand (ABSANZ), the Facility Managers Association (FMA) and the Indoor Air Quality Association (IAQA). Scott has written and presented papers at various industry conferences and actively participated in management and technical committees for AIRAH and the IHEA. Scott is currently on the Australian Standards ME60 Committee; Controlled environments that looks after the standards related to cleanrooms, biological, cytotoxic and laminar flow cabinets and associated methods of testing.

GAVIN CROSSWELL
GENERAL MANAGER OPIRA GROUP

Gavin is an accomplished executive manager with a wealth of experience delivering successful results across all areas of business operations. Gavin is degree qualified in IT and accounting, leads the business from the front, providing support to all our service teams.

Gavin is a proactive and focussed leader who ensures our organisation runs smoothly and our customers receive excellent engagement. At the hub of all we do at Opira, Gavin continually develops ways to improve our systems and processes to deliver even more to our customers.

DALE HOWARD,
NATIONAL QA & COMPLIANCE MANAGER

Along with a degree in Applied Physics and an MBA, Dale's industry knowledge and experience in: NATA accredited calibration services and controlled environment testing, IAQ testing and occupational hygiene services, complement his duty as Opira's National QA and Compliance Manager.

Dale facilitates ISO9001 Quality Assurance and ISO17025 technical competency audits and manages ongoing compliance for Opira, ensuring all products and services meet company, regulatory and customer requirements

DEAN COOPER
SALES MANAGER

Dean has extensive experience in sales and business management across the HVAC and engineering sectors, focusing on creating quality indoor spaces. A skilled communicator, Dean has an MBA from James Cook University and is passionate about building trusted relationships with all stakeholders.

In addition, Dean is a fully qualified Airconditioning / Refrigeration technician with over twenty years of trade experience in the commercial space. Technically and mechanically minded, Dean enjoys being challenged by complexities that arise in projects and business. Leading our sales efforts,

Dean is committed to making Opira a partner of choice for both our customers and suppliers. Dean is a Member of FMA, AIRAH, ABSANZ and IHEA.

‘Better Air Through Science’

LIAM DULLER
BUSINESS DEVELOPMENTMANAGER

Liam has a wealth of experience in site supervision across multiple HVAC projects. With a thorough grasp of OH&S and working safe procedures, Liam has excellent leadership skills gained across numerous HVAC and construction projects.

Liam has worked with most of our clients on various projects as part of the Air Restore team for the past three years. He is proactive and responsible for business development and customer relationships.

LINDA JORDINSON
CHIEF MARKETING OFFICER

Linda has over 20 years of experience as a Marketing and Communications professional within the Waste, Architectural and Building industries. Linda holds our customers at the heart of all we do at Opira and is resourceful enough to get the job done

With extensive experience in multiple software packages, Linda has a Business degree in Marketing, and is an accredited MCIM, CIPR, and MAMI.

CAMERON MACKAY
OPERATIONS MANAGER

Cameron is an HVAC qualified mechanic and has 20 years of experience with Air Restore across all business areas. An experienced HVAC professional, Cameron has worked across a broad range of projects throughout Australia and New Zealand. Cameron began his Air Restore career as an HVAC technician and quickly moved into an operations role as his experience developed.

With a solid technical background, Cameron is skilled at taking a holistic approach to HVAC projects and provides our clients with a clear and concise scope and planned work schedule to ensure the best quality with the least amount of downtime to your organisation.

VIKTORIIA LINCHYNSKA
PROCUREMENT SPECIALIST

Viktoriia has extensive experience in analysing, daily planning and allocating resources to achieve positive results.

Working internationally, Viktoriia has gained experience across all areas of logistics including; inbound, customer and supplier service, outbound, load and shipping, quality control, warehouse cooperation, tracking and transfers, material supply, receiving and stocking deliveries.

SOCIAL RESPONSIBILITY

MODERN SLAVERY POLICY

Modern Slavery involves the serious exploitation of workers. This could include threats or deceptive measures to strip victims of their freedom. The Australian Modern Slavery Act (2018) defines slavery into eight areas:

- Human Trafficking
- Slavery
- Servitude
- Forced Marriage
- Forced Labour
- Debt Bondage
- Deceptive Recruiting
- Child Labour

Air restore is committed to our responsibility as a global citizen to assist in abolishing modern slavery.

Air Restore has made it a priority to ensure our staff are aware of this important issue through training.

Air Restore has conducted a risk assessment on our top 10 suppliers and has deemed them `low risk'.

Air Restore will continue to monitor current suppliers and will ensure future major suppliers are aware of their obligations.

Gavin Crosswell General Manager 1st December 2021


AIR
RESTORE

ETHICS AND POLICIES

Creating safe work environments

Our Occupational Health and Safety policy calls for all employees to be provided with a safe and healthy working environment. Our team is required to comply with the provisions of our Occupational Health and Safety Standards. In addition to this Air Restore is also pre-qualified by Cm^3 and Avetta. We're happy to discuss other pre-qualification certifications based on the needs of your project.

Better understanding the environment

We are committed to better understanding the environments we work in and promoting sustainable development. In our project work we can provide sustainable solutions across all markets.

Ethics and principles

We honour client confidentiality and abide by the ethical codes of the professional associations and affiliations.

Today, we live and work on the lands of the Turrbal and Jagera peoples, traditional custodians of the lands and waters of the Brisbane area. We would like to pay our deepest respect to their elder's past, present and emerging.

Insurance details

Air Restrore has Public and Products Liability Insurance up to $20,000,000.00.

Air Restore has current Workers Compensation Insurance.

INDUSTRY STANDARDS

Air Restore team members hold active memberships and regularly attend and speak at industry conferences.

AIRAH

Australian Institute of Refrigeration, Air Conditioning and Heating

IHEA

Institute of Healthcare Engineering Australia

IAQA

Indoor Air Quality Association

FMA

Facility Management Association of Australia

CONTACT AIR RESTORE NOW

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AIR RESTORE BRISBANE

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