

DANKAV CAPABILITY STATEMENT



Over the past 10 years Dankav has successfully delivered thousands of building projects ranging from re-build work following floods, cyclones and earthquakes to new commercial buildings and architecturally designed unit developments.

Dankav works across Australia's eastern seaboard in major cities including Brisbane, Melbourne and Sydney through to regional centres such as Cairns and remote locations.

The business is a market leader for catastrophe reconstruction and the business handles about 1000 insurance claims per year.

The common thread across such diverse buildings has been Dankav's customer service focus and the capacity to rapidly deliver a quality end product. Dankav is a quality assured company under the international AS/NZS ISO 9001:2008 standard.

With offices in the Gold Coast, Sydney, Brisbane and Bundaberg the business can cover a large geographical area under the direction of experienced Operations Managers.

All Dankav supervisory staff have been selected for their extensive building experience, attention to detail and excellent customer service.

PERSONNEL

Dankav employs a large team of qualified tradesmen covering the areas of carpentry, demolition, plumbing and roofing. The business uses a selected group of sub-contractors who have been proven over time to consistently deliver quality work.

A key element in Dankav's capability to manage large event/catastrophes is its experienced customer service/claims team which co-ordinates communication with insurance companies, the home or business owners, assessors and brokers.

INNOVATION

Dankav introduced its SCOPE operating model in 2012 as a way to shorten claims life. Under the SCOPE model, innovative technology such as tablets are used to provide quick yet detailed scopes and estimates from site. SCOPE provides elemental scopes/estimates on each project as well as technical reports from engineers or other consultants as required to simplify and streamline the repair process. The SCOPE model has provided significant time and cost savings on a range of major loss repair projects.

PLANT AND EQUIPMENT

Dankav has the plant and equipment to mobilise and undertake work in any area. With a fleet of 26 vehicles including tipper and container trucks as well as mobile offices, Dankav can get to any area of the eastern seaboard of Australia within 24 hours.





PROJECT BRIEFS



Motor dealership – project value \$3.1 million

This 2011 project involved initial flood repair to a multi franchise car dealership at Ipswich on the outskirts of Brisbane. The building was inundated by 1.5 metres of water and required sanitisation and extensive repair and refit to the internal offices. Work was undertaken with minimal disruption to the business and completed within eight weeks. Due to the level of satisfaction the client had with the insurance rebuilding work, Dankav as engaged to do additional work including the fitting of Exotec composite external cladding.



Full mobilisation: Dankav Bundaberg Office

Bundaberg Central Queensland floods

Bundaberg and Central Queensland were devastated by severe flooding on 28 January 2013 from ex-Tropical Cyclone Oswald. Dankav established operations in Bundaberg four days after ex Tropical Cyclone Oswald and mobilised rapidly to start estimating and preparing reports on 417 properties. A total of 222 individual projects were soon underway ranging from complete strip-outs to roof repairs.

Additional staff were re-deployed from other regions to handle claim volumes in Bundaberg, Maryborough and surrounding areas. Scoping supervisors were moved into Bundaberg to allow scopes of work to be completed as soon as properties were assessed or immediately after.

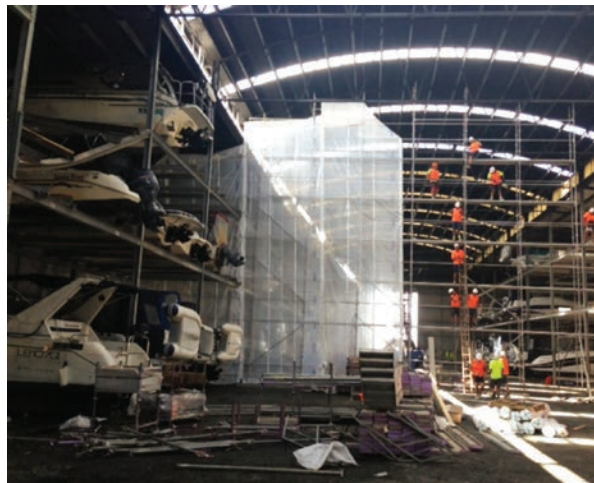
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Factory fire re-build - project value \$660,000

An 850m² factory was severely damaged by fire and required extensive repair work including a new roof and replacement of structural steel elements. Tilt panel walls needed to be repaired and steam cleaned before painting. An office and mezzanine floor also had to be replaced along with a lunchroom and washroom facilities. Demolition and clean up work commenced two days after the fire took place.

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Fire damaged Marina make safe and restoration — project value \$320,000

A large fire extensively damaged a 6000 m² Marina in December 2012. Within 24 hours of notification the site was established with temporary fences in place and a site office set up. In this project it was critical to protect the building and the 200 boats stored in it from further potential damage due to corrosion from soot, smoke and salt. It was also essential to protect the Marina's water supply from contamination. Scaffolding was set up and Geotech fabric was used to protect boats so work could get underway to wash steel roof members. The burned out skylights were removed and replaced to ensure the building was waterproof. Day and night shifts were used to complete works while preventing further damage and reducing business interruption costs.

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Significant damage resulted from a fire caused by a motor vehicle at a private residence at Carina, Brisbane.



The owner pictured with the Suncorp insurance assessor Rob Hurren and Dankav staff on completion of the work four weeks after construction commenced.

Fire damaged house repairs - project value \$88,000

A house was damaged by a motor vehicle which went on fire causing damage to one half of the property. Internal walls and ceilings needed to be replaced and painted. Walls and floors were re-tiled and the driveway needed extensive repair. Asbestos containing material needed to be removed while wiring and power points had to be replaced in effected rooms. The project was handed over four weeks after work commenced.

PROJECT BRIEFS

Earthquake damage repairs in Victoria

An earthquake caused damage to a number of homes in Melbourne, Victoria and outlying areas on 19 June 2012. Dankav mobilised staff to assess and undertake works concurrently with completing work on flood damages properties in Roma and Mitchell in Queensland. A total of 35 houses were repaired over a period of three months with average claim value of about \$6000. Work mainly consisted of cracks to internal and external ceilings and walls. Significant liaison was required with engineering consultants on the Victoria earthquake claims to assess damage in terms of structural integrity.



Damage caused by a small earthquake in Victoria in 5.3 magnitude on 19 June 2012

Four level residence



With four levels including a basement this architecturally designed house had numerous construction challenges. The house has an underground car park, in-ground pool, lift and high level finishes including palm leaf shaped metal screens.



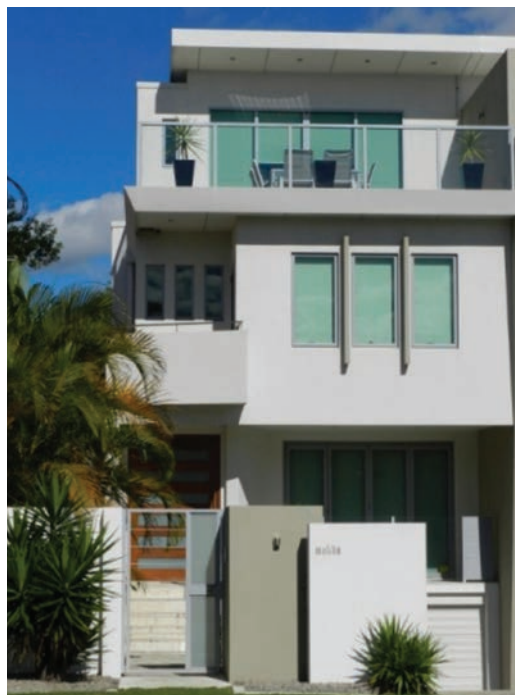
An atrium structure gives the interior living area natural light.

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Modern duplex with high level finishes

This project consisted of demolition of an existing structure which was replaced by a four level duplex with basement. The building has polished timber floors throughout with high level finishes.



Unit block refurbishment



PROJECT BRIEFS



Roma flood - 125 re-builds in six months

Roma and Mitchell in western Queensland suffered major flooding on 3rd February 2012. This event or catastrophe demonstrated Dankav's capacity to mobilise, assess damage and undertake work without delay. A temporary office with internet and computer facilities was set up and accommodation organised for workers. At its peak Dankav had 150 workers on the project. A total of 125 individual rebuild and repair projects were undertaken.

Site and claims staff were on the ground within two days of receiving notice. Many houses and commercial properties were submerged by flood waters and as the flood took place in summer sanitation and control of mould and fungus was a major issue. The typical re-build involved a full strip and replacement of internal sheeting, doors, architraves, skirting, white goods and flooring. The average value of property re-builds was \$92,000.



The building was gutted before the construction of a modern office and industrial space.

Commercial re-development

This office and factory building was completely renovated and includes high level finishes. The existing building was gutted to the frame.



Fire damage to retail outlet

A neighbourhood shopping centre was damaged by a fire in a retail outlet. The frontages of several businesses were damaged and the external awning suffered extensive damage. The outlet where the fire started was gutted and an adjoining premises had walls crack.

Key considerations on this project were the presence of asbestos material that had to be removed and the need to get the retail outlets operating to avoid business interruption costs. Crews including painters, plasterers, electricians, plumbers, tilers and carpenters worked around the clock to get repairs done in 10 days.

- 1) A request for quote came from an assessor
- 2) Dankav visited the premises within 24 hours and commenced scoping the repairs
- 3) A detailed elemental price breakdown was provided for the repairs including removal of asbestos soffit, damaged blockwork and bricks. Tiling, partition walls, new window and door frames as well as painting and signage were included in the price.
- 4) Dankav engaged an engineer to assess damage to block and brick walls for structural integrity
- 5) Dankav was awarded the project and after preparing safety and asbestos documentation and liaising with the property manager, owners and tenants, works began.
- 6) The shops were able to re-open within 10 days of the authority to proceed.

KEY PERSONNEL

Daniel Veitch

Managing Director, Daniel Veitch takes an interest in all jobs and has a 'hands-on' approach to ensure Dankav consistently delivers quality houses and commercial buildings. Daniel takes particular pride in seeing projects delivered ahead of time. Following the completion of his plumbing apprenticeship, Daniel moved into supervisory and project management roles while setting the foundations for Dankav which has grown rapidly in the past three years.

Mark Casey

General Manager, Mark Casey joined Dankav after working as a senior manager in a leading mid-tier Queensland based commercial construction company. He has also worked as a management consultant and he has a track record in growing businesses. He has a passion for developing managers and supervisors and improving business efficiency. Mark is a graduate of the Australian Institute of Company Directors and has Masters degree in philosophy from the University of Queensland.

Mick Williams

National Operations Manager, Mick Williams has built a number of high quality homes at Sovereign Island on the Gold Coast. With a trade background in carpentry, Mick moved quickly into supervisory roles after completing his apprenticeship. His attention to detail and passion for quality construction and finishes have helped Dankav grow its market share.

Xiomara Hewat

As Claims and Customer Service Manager, Xiomara Hewat and her team support project delivery and the communications process between the business and customers. Xiomara has an extensive managerial background in the corporate sector including roles at CGU, Axa, InsuranceLine and the Commonwealth Bank. She has a Master of Business degree from Monash University. Xiomara brings a track record of achievement in customer service delivery and quality systems to Dankav.

Olya Nogina

Company Accountant, Olya Nogina joined Dankav from the telecommunications sector. She has also worked as a public practice accountant. Olya graduated from Griffith University with a Bachelor of Commerce majoring in accounting. Olya and her team manage the financial aspects of the business from accounts payable and receivable through to preparing monthly and annual accounts

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