



**SENSUS**  
BUILDING GROUP



# COMPANY PROFILE

# Executive Summary

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Sensus Building Group Pty Ltd (members of Master Builders and licensed in Qld, NSW and WA), is an insurance repair specialist, we are focused on recovering property, quickly, efficiently, and cost-effectively. We understand the value of a customer's investment and are experts in returning people and businesses to their pre-loss situation.

## ***When disaster calls, we're here to respond.***

Being on call for our clients, 24/7, 365 days a year is our number one priority. Sensus is always prepared and ready to respond to events, from a minor incident to a major natural catastrophe. Our unique combination of expertise and experience in the reconstruction industry also leverages off our trusted suppliers and specialists.



From small renovations to large-scale reconstructions, no project is too minor or overwhelming. Sensus appreciates each restoration or repair is unique, and understands the urgency with every project.

## ***Sensus Building Group's Experts Provide:***

- Causation investigation and reports
- Consultation on all property types
- Scheduled maintenance
- Rapid catastrophe response teams
- Quick repair-cycle
- Solutions priced to fit budgets
- Guarantee on all repairs and reconstructions

# Mission Statement

To deliver high quality, cost-effective repairs on time by supporting our motivated, flexible and focused team. We value the importance of our relationships and will continue to remain fair and true in all our dealings with employees, contractors, clients and customers. Our clients and customers count on our dependability, our drive and our integrity. We take great pride in our accomplishments and build on them every day.



## Insurance-Specific Roles and Services

Sensus is Queensland-based and services the Northern Rivers region of NSW up to Rockhampton Central QLD for BAU claims and all of Queensland for event and catastrophe response.

We also have representation throughout regional Queensland and are able to assist with makesafe and emergency repairs.

We have a dedicated team that travels to regional and remote areas of Queensland to undertake commercial and residential projects.

Specialising in building repair after fire, flood, and storm damage, our services include damage assessment, reporting, and estimates. Our unique combination of expertise and specialist knowledge in insurance claims, engineering processes, and building renovations, provides our customers with the most effective solutions day to day or in a catastrophe response.

*"I haven't had insurance repairs before. I thought everything progressed quite well. I was always informed of any delays and was treated with respect. My house looks great after the repairs. What more could I ask for.*

*Great job all round"*

J Mackie,  
Kingston, Brisbane

## A growing, highly capable workforce

Our clients and customers are always thrilled with both our excellent communication and our consistently high quality repairs, which is why we're genuinely enthusiastic about our work.

Sensus' growing team of experts is fully trained and available to respond to any emergency. In 2013 we provided 1,500 report and estimates, delivered on time and fulfilling all client requirements.

*"We are very happy with the work completed at our property. Everything happened when we were told it would. All very prompt and timely. Everyone we talked to were very polite and helpful.*

*Thank you."*

G Coleman,  
Petrie, Brisbane North.

From our highly capable administrative team to our hands-on building and repair personnel, we have the right people for the job to ensure projects are serviced professionally and efficiently at every stage in the process. With our team having a full understanding and adherence to the General Insurance Code of Practice, this allows us to successfully manage our jobs and deal with our customers and clients in accordance with this framework. We have the resources, supplier network, equipment and expertise to manage all aspects of each project providing a single point of contact.

## Our scalability



Sensus has estimators and supervisors trained in every aspect of catastrophe response, who we are able to deploy safely and quickly in a post-event situation. Our team effectively utilises technology, such as our online-upload system, enabling instant delivery of photographs, videos and written reports. Uploaded content is then expeditiously quality reviewed, forwarded and administered by our repair coordinators.

Our management reporting provides you with holistic reports showing the status of claims and progress of repair projects. Our processes, supported by our repair management system ensure we manage repair projects efficiently, thereby reducing claim cycle times. Our clients and customers receive regular and meaningful updates.

## ***Domestic and commercial property insurance claims***

Sensus' specialist departments across building, electrical and paint and plaster have the expertise to restore properties for reoccupation with minimal delay, finishing all projects to the highest standard.

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### ***Minor repairs***

Sensus Building Group is structured to be able to remain competitive on small jobs, aside from our short claim cycles and administrative efficiencies, we utilise our wholly owned subsidiary companies Sensus Electrical and Sensus Paint and Plaster on claims where a builders supervision and overhead is not required.

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### ***Major projects***

Sensus Building Group has been involved in many large projects, including the rebuilding of Milton Village after the 2011 Brisbane floods, along with many homes that were damaged to varying degrees of severity during the event.

We were again called upon to complete large projects in North Queensland and Bundaberg region after cyclone and flood.

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### ***General repairs***

Our highly committed team of professional tradespeople restore properties damaged by water, impact, fire or storm, our expertise and professionalism are second to none. Sensus is proud of its ability to restore and rebuild all types of buildings and structures, from demountables to factory units, pontoons to barns, apartment buildings to heritage homes.

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### ***Catastrophe***

With a keen emphasis on time-critical performance, Sensus' response to catastrophe claims begins with immediate action to mobilise make safe trades and prevent further damage and injury. Our comprehensive catastrophe planning ensures a high level of preparedness and training across our organisation and with our suppliers.

We understand the imperatives of catastrophe response and wont be found wanting.

## Property maintenance

With significant peaks and troughs in workflow due to seasonal change, Sensus keeps its excellent teams of tradesmen busy with scheduled maintenance works, body corporate maintenance and refurbishment. Sensus provides services for domestic and commercial properties. From painting jobs and roofing, to reconstruction no job is too minor or too big.

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## Emergency Repairs

Tarpaulin installation	Tree removal
Re-glazing/boarding up windows	Water extraction
Reinstatement of power and water	Detailed reports
Installing temporary walls, roofs, fencing	

## Our professional trade services include:

Air conditioning	Restoration	Cleaning
Asbestos removal	Roofing - metal and tile	Electrical
Brick/block laying	Plastering	Painting
Cabinet making	Plumbing	Carpentry
Concreting	Floor-repairs/covering	Demolition

## Specialist Reporting

Sensus is equipped to compile the full range of specialist reports so that instead of expending unnecessary and valuable time sourcing reports from multiple consultants, you need only engage us. We supply specialist reporting on plumbing and drainage, structural integrity, smoke and water contamination, roofing, leak detection, electrical integrity and safety, CCTV, thermal imaging and hazardous materials including asbestos.



# Company History

Sensus Building Group's original incarnation was as Zane Taylor Building in 2005. Working in the insurance sector, Zane noticed two aspects of service lacking from the repair process; timeliness and cost control.

Zane examined and documented the existing inefficiencies and began devising ways in which he could minimise waste of time and materials. These efficiencies play out across Sensus and drive our commitment to unparalleled customer service, high quality repairs, and cost-saving strategies.

In January and February of 2011, Brisbane notoriously suffered its worst flooding since 1974, this event was closely followed by Cyclone Yasi.

These events became a major turning point for Zane Taylor Building, ramping up its operations to meet the urgent requirement for rebuilding, in an unprecedented volume of claims throughout Queensland and northern NSW. Sensus Building Group was born out of need for a more robust company structure, and an improved operational organisation. By the end of 2011, Sensus had been tested and proven capable of performing exceptionally well in extraordinarily challenging circumstances.

Sensus is headquartered in North Brisbane's Brendale with additional administration centres on the Sunshine Coast and Gold Coast. Regional and remote areas are serviced by Sensus for makesafes, event response and large loss claims.

We're proud to have been there for our clients during:

- Gold Coast Storms
- Brisbane Hail Storms
- Brisbane Floods, 2011
- Cyclone Yasi, 2011
- Sunshine Coast Floods, 2012
- Ex-Cyclone Oswald, 2013



*"The boys who did the work were very good. They all were courteous, friendly, efficient and highly professional young men.*

*We were impressed by how clean and tidy they were in their work and how they always cleaned up after themselves."*

D Lloyd,  
Kenmore, Brisbane

# Key Personnel

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## **Zane Taylor, Managing Director**

Zane is a qualified builder, licensed in Queensland, New South Wales and Western Australia. Passionate about delivering the best possible customer service for clients, property owners and occupants, Zane is determined that Sensus' reputation for excellence sets a new quality benchmark for the industry.

Zane oversees the company's operations and is a hands-on managing director, keeping a finger on the collective pulse of the organisation, he ensures longevity and growth through his staff and subcontractors.

## **Neil Brown, General Manager**

Neil has brought to us over 30 years of building industry experience ranging from on the tools as a qualified carpenter to managing one of NZ's largest frame and truss manufacturing operations, Neil's expertise also includes specialist reporting on causation and rectification, really getting down to the detail of how damage has occurred and over what periods of time.

Neil has an expansive knowledge of the insurance property damage industry and repairs and has had substantial involvement in dilapidation [including risk assessment] and defect reporting.

Neil is driven by Customer service and recognises this as an integral part of the success of any business and this fits ideally into the key direction of Sensus - providing awesome service and a quality product in a timely and economic fashion.

## **Ashley Byrne, Senior Project Manager**

Ash has been senior project manager/estimator since Sensus' inception. His role is to liaise with insurance companies, negotiate with suppliers of goods and services and provide effective, open communication with on-site subcontractors.

Found in equal measure in the office and onsite assisting customers, dealing with trades and supervising works, Ash is kept busy keeping operations running smoothly. He is particularly adept at delivering cost-effective results within a prescribed time frame, underscoring Sensus' reputation as a reliable and competitive insurance builder.

## Shane Taylor, Regional Manager

Shane started with us as regional manager immediately following Cyclone Yasi as head supervisor running numerous large loss claims. Shane is often Sensus' "man on the ground" in areas hit by natural disaster, overseeing rectification from beginning to end.

Shane's is renowned for getting the job done under difficult circumstances, working collaboratively and effectively with customers and suppliers alike. Shane's compassion and understanding ensures he is able to manage the catastrophe response team and customer expectations.

# Environmental Values

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Sensus consistently strives to decrease our environmental footprint. As an organisation often responding to the results of climate change, we are acutely aware of the need to take all possible steps to minimise negative impact on the earth's environment.

Employing our state of the art technology has allowed us to work in a paperless office environment.

# Workplace Health & Safety

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Sensus Building Group adheres to all Workplace Health & Safety recommendations and requirements, both in our offices and on site. It is our aim to provide a safe workplace and premises for customers, employees, subcontractors, suppliers and any other personnel who visit our various sites.

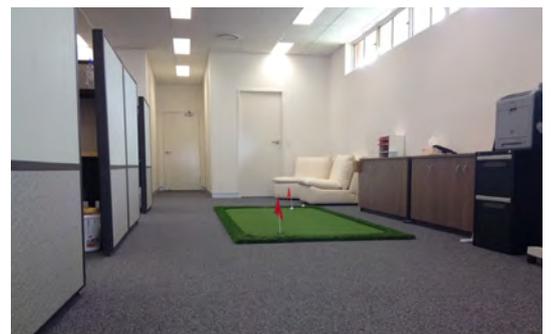
Additionally, we conduct in-house Workplace Health & Safety Awareness courses, attended by our own employees as well as external subcontractors. This is separate from induction and includes a number of modules that aim to bring about awareness of the risks and hazards of working in safety-compromised sites such as fire, water and storm-damaged buildings.

## Company Culture

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At Sensus Building Group, we firmly believe that our success comes through our people who have already seen the company grow and become a reputable, confident and reliable organisation.

Our team of project managers, builders, consultants and individual tradespeople are highly skilled in their respective areas and are motivated to provide the best possible service to our clients and customers. Together with our dedicated administrative staff, we are focused and very effective in achieving high results in customer service and project management.



Sensus prides itself on clear communication to ensure all employees are on the same page. By focusing on our mission statement and company values we ensure consistent results across all tiers of the organisation. We implement evolving strategies to stay fresh and open to feedback and improvements.

# Customer Focus

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*"I found the Builders at Sensus more than helpful, they did a great job and were very easy to get along with. I am glad my insurer picked Sensus to do the job, it could not have been done better. They did it very quickly and were very helpful. I would use them again anytime.*

Thanks."

S Richards,  
Burrum Heads, Queensland

Sensus is acutely aware the customer, property owner or occupant has an urgent need for reassurance that their home or business will be restored to an inhabitable standard within a reasonable time frame. During a traumatic time, effective and consistent communication provides confidence and comfort to the customers.

Though we feel that we already excel in the areas of customer relationships, communication and prompt responsiveness, we foster a culture of continuous improvement and innovation in order to stand head and shoulders above our industry peers.

# Supplier Relationships

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At Sensus, we are proud of our growing network of suppliers and the relationships we have fostered with them. Our aim is to always deal only with suppliers who can be relied upon, often at short notice, to deliver to customers the promises we make. Our suppliers are bound by our Supplier Agreements which clearly set out service levels and requirements, ensuring continuity of service excellence.



# Subsidiary Companies

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Two subsidiary companies – Sensus Electrical and Sensus Paint & Plaster – have been established under the umbrella of our parent company, Sensus Building Group. We believe that setting these subsidiaries up as companies in their own right enables our customers to get even greater cost efficiency and faster results.



**SENSUS**  
ELECTRICAL



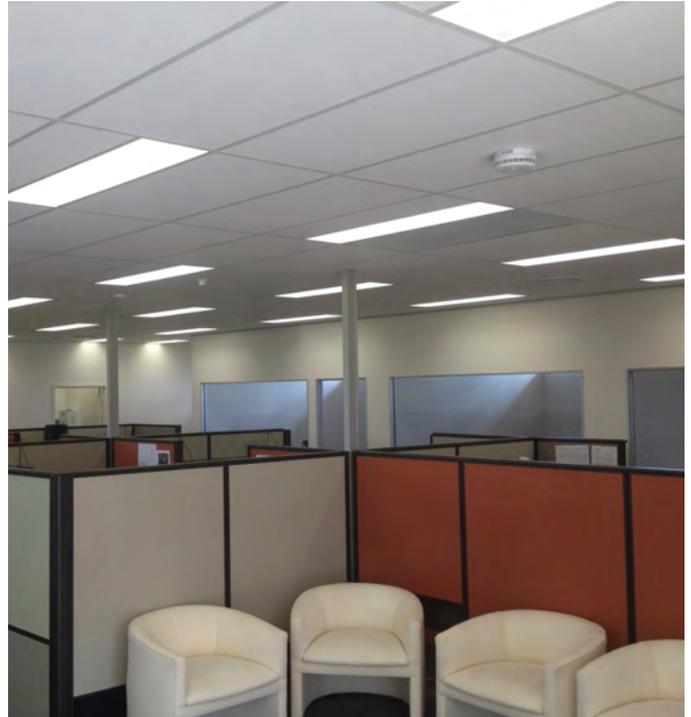
**SENSUS**  
PAINT & PLASTER

# In Summary

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Sensus Building Group has grown steadily and sustainably due to the high quality, value and speed we deliver to our customers. As our company grows, so do our ambitions to provide unparalleled customer service, quality restoration, and rapid response times.

Sensus looks forward to working with you



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