

Greenrock  **Building**

CAPABILITY STATEMENT



You're in good hands with Greenrock Building

Greenrock Building has been helping home owners and businesses with insurance repairs since 2011. Regardless of how many jobs we have or how big a project it is, we emphasize quality workmanship, exceptional customer service, proactive communication and a safe work environment. Because every customer is important to us.



Products and Services

Our QBCC licensed builders and supervisors, along with our in-house trades and network of suppliers enable us to carry out all insurance related services. This includes:

- Requests for Quotes
- Causation Statements
- Specialist Reports
- Make Safes
- Repairs & Rebuilds
- New Dwellings

Once given the Authority to Proceed, our tradespeople, combined with our technology based administration get the process of building immediately underway.

Technology

Technology is a key component of our infrastructure and drives most of our core business processes. Our customized software and applications enable us to:

- Provide seamless communication between all involved parties
- Provide high quality reports and estimates
- Monitor progress on job sites
- Maintain high safety standards
- Quickly expand to meet demand during surge events
- Maintain a mobile work force

KPI's

The insurance repair industry revolves around KPIs and we've established internal KPIs to match or better industry standards. These include:

- **First Contact with Insured:** We will make documented attempts to contact the insured within 3 business hours of receipt of instructions.
- **Site Attendance:** Following receipt of instructions attendance will occur within 5 business days.
- **Provision of Report/Quote/SOW:** Following site attendance, the report/quote/SOW will be provided within 2-5 business days.
- **Contract Documents:** Following authorisation to proceed, contract documents will be sent to the insured within 24 hours.
- **Works Commencement:** Following receipt of signed contract documents from the insured, work will commence within 7 business days.



Head Office: Sunshine Coast



Capacity

Greenrock Building is licensed to complete both residential and commercial building. We have processed thousands of claims since 2011 and continue to grow each year.

Our completed projects have ranged in size and nature from small repairs to new buildings valued at over \$1 million. We have experience with all types of Business as Usual claims as well as Catastrophe repairs and have a proven ability to complete Business as Usual claims and Catastrophe claims simultaneously without compromising quality, customer service or safety.

Areas of Operation

Business as Usual (BAU) Insurance Works

Our Business as Usual (BAU) insurance work is our core business and is focussed on SE QLD. This includes providing quotes, causation statements, specialist reports, make safes, repairs and rebuilds.

Disaster Recovery

We have attended the majority of Catastrophe events throughout QLD since 2011 and have extensive experience with Disaster Recovery Repairs. Although our head office is

located on the Sunshine Coast, we establish a local base for our Disaster Recovery Repairs. This allows us to best coordinate distribution of materials, equipment and tradespeople. Having already completed work throughout QLD, we have an established network of subcontractors who can be called upon to complete work even after our local operations have wrapped up.

“ We are very happy with the quality of work carried out by Greenrock Building... thank you for returning our home to the nice house it was before this awful event. We would have no hesitation in recommending Greenrock Building for any work you wish to undertake in the future. ”

Betty & Barrie Ranson, Burrum Heads QLD.

NB - Betty and Barry can also be seen in Suncorp's storm season advertisements that appeared in December 2013.



“ Greenrock Builders were a delight to work with. Also their contractors were very obliging with all of our (problems) however big or small... Thank you. ”

Ian and Helen Moore, Burrum Heads, QLD May 2013.

Experience

This is an industry in which experience matters

Business As Usual (BAU)

We have processed thousands of BAU claims throughout SE QLD and based on KPI analysis we consistently perform above industry standard. With a proven track record of delivering repairs on time and with minimal disruption to home and business owners, our QBCC licensed builders and supervisors utilize our comprehensive trade database to ensure that regardless of location, we have trades onsite as quickly as possible. Our experience means we understand the systems and processes involved in the industry and we bring to the table a wealth of building knowledge specific to insurance repairs. Regardless of the type of repair, you can be confident we've seen it before.

Catastrophe

Having attended almost every major event in QLD since 2011 and completed millions of dollars worth of catastrophe repairs, we have built our business systems around surge events. We understand the urgency of repairs as well as the volume of repairs and bring experience and professionalism to every event we attend. Our licensed builders and supervisors always use local trades to ensure quality workmanship, exceptional customer service, proactive communication and safety are consistently delivered.

Contract Failure and Defect Liability

Since 2015, Greenrock has completed Contract Failure and Defect Liability claims on behalf of the QBCC. These are heavily scrutinized claims and our success in this area is a testament to our high standards in all areas of the business. Our experience helps these jobs run smoothly to ensure.

“ Thank you very much. We are extremely happy with the work performed by Greenrock Building Pty Ltd and would recommend the above company to any group requiring their services. ”

Suncorp Clients George and Marcia Alexander, Cowley Beach, Qld June 2011.



Innovation

Continuous Improvement and Innovation

Continuous improvement and innovation are at the heart of our success. Since our inception, we have worked hard to improve every one of our services, every day of the year.

Technology is integral to our business and drives our evolution. We continually review new and innovative technology to see how it can better support our business system process models. With a mobile workforce, innovative technology is even more relevant. By using technology, we make sure we have well informed and well trained workers. And this directly translates into improved services.



Industry Association Membership

Greenrock has been a member with the Housing Industry of Australia (HIA) for over 10 years.



Customer Service

Relationships and Communication

At Greenrock Building, customer service is our number one priority. We understand KPIs, budgets and time deadlines all need to be met. But we also realize that none of us would be in business if it weren't for our customers. We make your goals our goals.

Experience has taught us communication is crucial to good customer service. By investing in staff training as well as technology to support this goal, we can ensure customers are happy.

HIA GreenSmart Accredited

Greenrock Building is an HIA GreenSmart Accredited company. Through this accreditation we understand how to improve energy and water efficiency in homes and offices, better manage recycling and waste management, create healthy living and working spaces and improve overall site management. This is knowledge we use every day, regardless of whether we are on a construction site or running our offices. Ultimately, it is experience and knowledge that helps us help our customers.

Management Systems

Greenrock Building has an internal OH&S Management system as well as an internal Quality Management system. These have been developed in accordance with AS/NZS ISO 4801:2001 and AS/NZS ISO 9001:2008 respectively.

Greenrock Building

Company Name:	Greenrock Building Pty Ltd
Managing Director:	Michael Stewart Johnston
Australian Company Number:	ACN 120 762 567
Australian Business Number:	ABN 66 120 762 567
Date of Incorporation:	16 July 2006
Postal Address:	Unit 1, 46 Enterprise St, Kunda Park, QLD 4556
Telephone:	(07) 5412 1335
Mobile:	0418 768 639 / 0416 175 831
Facsimile:	(07) 4914 2699
Website:	www.greenrockbuilding.com.au
Builders License Numbers:	QLD 1111100 – Residential and Commercial NSW 270000C – Residential and Commercial VIC DB-U 41585 – Domestic Builder Unlimited
Construction Works/Public Liability Insurance:	QBE Insurance
Amount of Cover:	Product Liability \$10 million, Public Liability \$20 million
Workers Compensation:	WRA070574754
Class B Asbestos Removal:	#2304144