



# CAPABILITY STATEMENT



**Q-Maint** is a licensed specialist contractor, with the technical expertise, systems and contracting resources to fully design and implement comprehensive maintenance repair remediation and protection services.

Our services are provided throughout Queensland from Cairns to Townsville, West to Mount Isa and South into Mackay, Moranbah, Rockhampton and Gladstone.

All projects are completed by our experienced teams of highly trained and specialised professionals, consistently delivering superior quality lasting solutions, strictly conforming to statutory requirements and manufacturers recommendations.

As a provider of advanced protection, remediation and corrosion solutions for all types of infrastructure, our primary professional capabilities include, water proofing membranes, concrete repair, cathode protection, facade remediation, protective and industrial coatings for wide ranging industrial assets and structural infrastructure.

**Q-Maint** offer you peace of mind as a subsidiary of the Neater Group, established in 1982 with more than 30 years experience, licensed under the Building Services Authority, license No 21788 General Building.

When looking to find an experienced team to work with, **Q-Maint** is the correct choice. Having the expertise in asset maintenance and adhering to the highest standards in quality control and workmanship, we distinctively deliver consistent effective services.

There is an old saying, that "long after the price is forgotten the quality remains" This is certainly fitting when it comes to asset maintenance by **Q-Maint**. We describe some of the reasons why we believe we do it better and the reasons why you should consider choosing **Q-Maint**.

Our over-riding objective and commitment is;

- To offer the best value for service when acting as a remedy or solution to our clients problematic infrastructure inconvenience.
- For our clients to benefit from our expertise in asset maintenance and technologies by implementing effective practical solutions to their assets deteriorating structural integrity.
- That their project is completed safely, on time and within defined budgetary requirements.
- That our team approach, builds a loyal and mutually rewarding relationship with you our valued customer.

# ABOUT US



## Services

- **Asset Condition Assessments**
- **Water Proofing Membranes**
- **Concrete Repair and Concrete Coatings**
- **Structural Strengthening**
- **Facade Refurbishment**
- **Abrasive and Hydro Blasting & Painting**
- **Linings and Coatings**
- **Cathode Protection and Prevention**
- **Containment Bund Repair**
- **Demolition and Asbestos Removal**
- **Fireproofing Integration**
- **Grouting and Joint Refurbishment**
- **Communication Towers**
- **Mining and Industrial Services**
- **Pipeline Maintenance**
- **Marine Structures Repair**
- **Acid Proofing**

**Q-Maint** is a certified provider of advanced protection, remediation and corrosion solutions for all types of deteriorating infrastructure.

Our professional capabilities include water proofing membranes, concrete repair, cathode protection, protective and industrial coatings for a diverse range of industrial assets and structural elements which have benefited major organisations such as the Australian Defence Force Logistics.

Our operations extend throughout Queensland metropolitan areas and into central Queensland mining areas with a plan to further expansion in the future.

**Q-Maint** incorporates specialist personnel including Architects, Engineers and Technology Consultancy Services for all areas of infrastructure rehabilitation and remediation.

We provide ongoing maintenance and monitoring options and have the proven contracting capacity for large scale projects requiring design, scheduled planning, repair and remediation programs.

**Q-Maint** offers a complete service resolution for all of our customers' asset maintenance and programmed management requirements. Our services and solutions extend into State and Local Government, civil structures and building structures remediation, mining and resources, power generation, communications towers, potable water, wastewater and marine industries.

# OUR SERVICES



**Q-Maint** is a recognised specialist contractor in remediation technologies and asset maintenance spanning across a range of industries. The established reality is that our remedial services provide value by extending the life and improving the safety of assets, buildings and infrastructure.

Our experienced capabilities, technical systems and contracting resources enable us to design and implement remediation work methods for corrosion prevention solutions involving reinforced concrete and steel structures in difficult locations requiring a high degree of discipline.

We provide the installation of protective coatings to reservoirs, bridges, viaducts and specialist services to the mining industry including pipeline repair or the application of automated fireproofing systems.

Our concrete repair services take in, corrosion management systems and remediation technologies for spalling concrete and rapid technological advancement in the remediation of corrosion and concrete cancer. This provides added value to infrastructure assets.

All of our services are provided by fixed lump sum tender or fixed rate under direct contract, project management and supervision or asset maintenance arrangements.

**Q-Maint** are prepared to travel wherever our clients require our technical expertise and beneficial remediation services.

Our teams are highly trained to provide superior solutions in removing threatening spalling concrete in difficult situations by way of efficient non-destructive technique.

We have a range of hydro excavation equipment which includes high pressure water jets used to remove deteriorating concrete in old and new constructions.

Specialist ultra high pressure water jetting services are ideal for exposing corroded reinforcement bars, roughening concrete surfaces, raking out joints, widening cracks for refilling, removing coatings and residues.

The technique selectively performs cold cutting without adversely influencing the surface structure or mechanical properties of the material.

The use of ultra high pressure water jetting for abrasive cutting (cold cutting) offers a cost effective alternative to diamond saw cutting on concrete, and grinder and blow torch cutting on steel. Cold cutting is an extremely accurate and efficient method for cutting through materials such as concrete, glass, refractory, steel and plastics.

Hydro excavation services are ideal for removing spalling concrete on marine structures which have started to break down due to moisture, salt air oxidation, extreme heat and cold or chemical reactions within the concrete, chemicals soaking in to the concrete, broken reinforcing steel or post tensioning rods within concrete structures.

# REMEDICATION



**Q-Maint is proficient in asset maintenance and remediation technologies across a range of industries and has successfully completed numerous projects including:**

Multi-level Façade remediation, Spalling concrete remediation on high-rise buildings and Civil structures, Defence Force personnel building refurbishment and Strategic asset maintenance, High-rise Rooftop Membrane replacement and Heritage Repairs. The majority of our work is often performed while the buildings are occupied.

These repairs include the replacement of all types of building materials, including concrete, epoxy coatings, masonry, render, granite and marble, glass, ceramics and other cladding materials.

**Q-Maint** refurbishments provide an immediate benefit and increased value, aesthetics and durability.

We ensure your business is able to function effectively during the works programme and it is critical that your property is maintained to portray the best possible image. Our aim is to achieve this without distracting operational management from their goal of successfully running their business.

**Q-Maint** is the right choice when seeking to engage a specialist contractor in the field of remediation technologies and asset maintenance spanning across a range of industries, requiring property maintenance services.

Correct sub straights preparation is a critical part of remediation. This may include mechanical, pneumatic or hydro methods which are subject to environmental conditions. All of these can be used for stripping back dilapidated crumbling surfaces. Ultra high pressure hydro jetting is superior over conventional pneumatic jack hammering or grinding and is significant in the remediation of extreme corrosion or concrete cancer. Advantages include:

- Dust suppression and noise reduction.
- Creation of a superior substrate bonding surface.
- Protects the integrity of assets and avoids additional structural damage
- Selective removal of inferior concrete and minimisation of sound concrete removal.
- Reinforcement steel and tensioning rods are cleaned, de-scaled and not damaged.
- A faster and cleaner removal process than mechanical methods.
- Entrained chlorides are washed away.
- Safety and environmental risks are reduced.

This process accelerates the remediation, protection and maintenance process and provides an excellent etched sub straight giving definite bonding of applied protective coatings.

# MAINTENANCE



We carefully assess each job individually to firstly recognise the extent of decomposition and secondly, to clearly understand the expectations of our client on a value for money basis.

Understanding the extent and condition of all structural defects is critical to the process of remediation. The correct diagnosis requires detailed investigation by our qualified professionals.

Comprehensive investigative roles undertaken by **Q-Maint** include:

- Defect mapping
- Facade concrete spalling and crack investigation
- Cladding and render delamination surveys
- Joint and structural crack investigation
- Waterproofing and water penetration
- Reporting and repair budget assistance
- Design and remediation advice

This is what distinguishes **Q-Maint** apart from its competitors in the field of comprehensive maintenance repair remediation and protection services. We have a special partnership between our people and our businesses which drive us to find innovative and practical solutions throughout our investigative process.

Wherever essential **Q-Maint** work together with other organisations to achieve the best possible result, as the result is greater than the sum of our individual efforts or capabilities.

For over 30 years businesses across North Queensland have trusted our expertise to investigate and implement effective remedial solutions to extend the life and improve the safety of their assets

It's this practical understanding of the industry that allows us to develop a customised programme to meet our clients' individual needs.

Part of our planning includes undertaking of works at a time that ensures minimal disruption to ongoing business operations. We develop a project schedule in conjunction with our client and to ensure works run efficiently and to schedule.

Q-Maint provides a comprehensive investigative report which specifically details the preferred engineered rectification methodology to be implemented. The detailed report includes priority defects requiring most urgent attention and is supported with an accurate cost assessment.

All of our employees are highly trained having trade qualifications, correctly inducted clearances and are respectful of your property, while adhering to strict Occupational Health and Safety policies.

# INVESTIGATION



High performance protective coatings and linings are necessary to protect various industrial and civil assets from wear and tear, corrosion and erosion. **Q-Maint** provides the supply and installation of comprehensive surface protection systems, such as:

- Elastomeric urethane and polyvinyl spray coatings
- Bitumastic mineral torch-on membranes
- Fibreglass reinforced membranes
- Acid resistant coatings
- Heat resistant tiles
- High density polyethylene linings
- Thermal insulation products
- Fireproofing materials

The **Q-Maint** team is skilled at applying various types of protective coatings and linings in the most difficult situations. One example is spray applied decorative concrete coating for application over existing vertical and horizontal concrete surfaces.

Products such as Covaccrete NXTGEN resurfacing compound are based on a blend of dry powders, polymers and graded aggregates. This product is a suitable application for offices, shop floors, industrial sheds and certain road and infrastructure applications.

Our paramount objective and commitment is to provide the best technological advice and solutions to assist our clients in the effective remediation for wide ranging industrial assets and structural elements.

**Q-Maint** work closely with leading industry manufacturers and encourage our business customers to implement only established and proven solutions when seeking to extend the life and improve the safety of assets, buildings and infrastructure.

Our team of industry experts keep updated of such matters as recent technological advancements in water proofing membranes, concrete repair, cathode protection, acid proof industrial coatings, market place changes, legislative requirements and opportunities as they present themselves across the industry.

Our major strength in business is our team of skilled employees and advisors. They understand the specific industries they are dealing with which allows us to deliver one simple assurance: **We do it once and do it right every time.** That's our guarantee to you.

As straightforward as this theory may appear to be, it is the very foundation to our successful business and offers our clients the type of warranty and class of service they deserve.

# PROTECTIVE COATINGS



**Q-Maint** Safety Policy is to provide a work environment that protects the safety and health of our employees, clients and visitors.

**Q-Maint** is legally required to ensure that the workplace is safe for all employees and clients, however, all employees are responsible for the working conditions under their control. They must make every reasonable effort to ensure that:

- Accidents are prevented
- Employees and clients are protected from injury
- Health is preserved and promoted
- Hazards are reported removed or controlled
- The workplace environment is clean and uncluttered at all times
- We work as a team to achieve our aim of a safe and healthy workplace.

We actively encourage the cooperation and involvement of our staff in the ongoing development and implementation of our health and safety program.

All safety enquiries are directed to our Occupational Health and Safety Representative, who is responsible for providing ongoing advice and support to staff and clients alike.

Our safety policy is reviewed on a regular basis to ensure it meets all legislative requirements.

We are strict when it comes to breaches of a safe work environment which is critical to the success of our business. We believe safety awareness is one of the best ways to retain staff and maximise productivity.

Though it may cost to implement safe practices and install safety equipment, the effect of not taking action can be severe and life threatening.

Knowing and understanding Occupational Health and Safety (OH&S) laws and amendments helps us to avoid unnecessary down time costs and damage to our business caused by potential workplace injury and illness. It also provides our business with a strong foundation to achieve long-term success.

**Q-Maint** provides mandatory safety training as an organisation having a duty of care to our employees whether we are delivering training in the training room or in the workplace. It is important that our employees are informed of the Occupational Health and Safety Act and all relevant legislation.

In the training room or on site we provide a safe and inclusive learning environment for all employees. We ensure awareness of different industries and the safety issues relevant to that industry which are important when we perform our training in the workplace. Q-Maint operates strictly under an Integrated Management and Safety System aligned with AS/NZS 4801 OHS Management.

# HEALTH AND SAFETY



**Q-Maint** is committed to actively promote environmentally sound and sustainable comprehensive maintenance repair, remediation and protection services and management practices.

The Company Senior Management fully supports environmental initiatives and the implementation of a structured environmental management system in accordance with the objectives of the AS14000 suite of Australian Standards.

- The Company is committed to implementing environmentally sound strategies throughout the company's operations and promoting such strategies to the Company's Clients, consultants, suppliers, and subcontractors.
- The Company undertakes to review progress and develop procedures to ensure a process of continual improvement in its environmental management practices.
- The Company is committed to the control and prevention of airborne, water or noise pollution arising from the Company's activities.
- The Company is committed to comply with the requirements of the Environmental Protection Act and relevant legislation.
- The Company has implemented and will maintain procedures to monitor and review environmental objectives and achievements.

**In particular the Company supports initiatives and procedures to:**

- Reduce and eliminate landfill waste.
- Promote recycling and reuse of materials.
- Reduce waste at source and throughout the remediation process through design and management initiatives.
- Control noise and airborne and water pollution and contamination.

**The Company actively supports cost effective environmental and design initiatives in the fields of:**

- Energy, Power Generation, Air conditioning, and Water management.
- Energy and space efficient building design.
- Building recycling and refurbishment.
- Construct ability and practical site and construction management.
- Cost benefit and life cycle cost analysis.

The Company's Risk Management Procedure is used to identify specific environmental risks during the inquiry evaluation, tender submission, verification and handover stages of all projects. An environmental risk will be specifically identified if the "Level of Risk" is assessed to be "High" at this early stage. Risks below this level are deemed to be acceptable and their impacts are actively managed using the Project Specific Environmental Management Plan.

# ENVIRONMENTAL



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**We do it once and do it right every time. That's our guarantee to you.**

**CONTACT US**