



aquapro
plumbing + drainage

COMPANY PROFILE
0508 AQUA PRO



Contents



EXECUTIVE SUMMARY	4
PROVEN EXPERIENCE	6
CLIENT SATISFACTION	8
KEY PERSONNEL	10
KEY OBJECTIVES	12
OUR VISION	13
APPENDIX	14

CONFIDENTIALITY

All information contained in or disclosed by this document is confidential and for the purpose of evaluating Aqua Pro Plumbing as the provider. Any offers and/or commitments made within this document are subject to contract.

This document is for the exclusive use of the intended recipient and should not be disclosed to third parties.



EXECUTIVE SUMMARY

Aqua Pro Plumbing & Drainage was established in 2009 and has since grown significantly to offer both residential and commercial plumbing, drainage, gasfitting and solar services.

Aqua Pro is serious about being a leading provider of plumbing and drainage services in the South Island market, and as such has grown and structured the business to accommodate future growth within both the Christchurch and the Central Lakes regions.

The business has steadily grown from a small, tight-knit team of residential plumbing specialists to a company with the knowledge, resources and capacity to complete large-scale, complex construction projects. Despite Aqua Pro's continuing growth, the company remains focused on customer service and client care.

Aqua Pro has strong relationships with some of New Zealand's best building contractors and, with a design background, Aqua Pro is always up to date with the latest trends and materials available.

The company offers a complete service – from design to installation – and if required, management of the project to minimise the stress of sorting out other contractors.

Any of the large plumbing companies could provide you with an acceptable offering for plumbing services based on their size, expertise and brand awareness. Aqua Pro does not believe that would – or should – be enough to satisfy your requirements. Aqua Pro Plumbing & Drainage is best placed to achieve a hassle free, competitive and efficient service through:



- Site knowledge
- Competitive rates
- Flexibility
- The cost efficiencies Aqua Pro offers by being a sole provider of all drainage, plumbing, gasfitting and solar requirements
- Excellent working relationship with contractors

Aqua Pro's approach of flexibility, speed to market, cost effectiveness and quality of service are exactly what a build such as the Apartment Complex needs to deliver an outstanding development for the owners, and an outstanding home for its residents.

The Aqua Pro team is highly experienced and offers in depth knowledge in the plumbing sector. As registered Master Plumbers, Aqua Pro's key personnel are always looking to enhance their knowledge base.

Please do not hesitate to contact Aqua Pro if you have any queries or require additional information:

Keith Foster

keith@aquaproplumbing.co.nz

0508 AQUA PRO

027 419 884



PROVEN EXPERIENCE

Aqua Pro has a proven track record in commercial and residential plumbing. Our philosophy is one of bringing residential care and service to the commercial space.

Recent commercial projects include:

COOK BROTHERS CONSTRUCTION

Project: Wainoni Fire Station

Delivery Type: Subcontractor

Completion: April 2018

Contract Value: >\$250,000

Contract works included connection to council services for new domestic water and fire mains, laying of new domestic and fire main to the building, all internal plumbing works within the foundation line including pre slab, first and second fit-off all plumbing fixtures and fittings. Fixture supply.

RBB LIMITED

Project: Motel 241, Bealey Avenue

Delivery Type: Subcontractor

Completion: August 2017

Contract Value: \$200,000

Contract works included plumbing, drainlaying and gasfitting package. All plumbing, drainage and gasfitting works within the boundary. Contract included liaising with CCC and the gas supply company to arrange for new service connection. Design and installation of reticulated gas system, and hydraulic design and installation of hot and cold water system. Pre-slab, first and second fit-off all plumbing fixtures and fittings.

WATTS AND HUGHES CONSTRUCTION

Project: Farmers Rangiora

Delivery Type: Subcontractor

Completion: December 2016

Contract Value: \$250,000

Hydrologic plumbing contract installation of water reticulation pipework, including the hot and cold water supply. Pre-slab laid in existing concrete slab, pipes laid within steelwork onsite. Pre-plumb and fit-off of base build, including servic

WRIGHT HIRE LTD

Project: The Nga Hau E Wha National Marae

Delivery Type: Subcontractor

Completion: November 2017

Contract Value: \$250,000

Contract included plumbing, greasy waste, gas and stainless steel channel wastes. Kitchen re-build: installation of water reticulation pipework, including the hot and cold water supply. Greasy waste: installation and supply of the stainless steel greasy waste lines within the slab. Gas: custom liquid bottle station, installation and commissioning of gas, includes cylinders and electric vaporisers.

WATTS AND HUGHES CONSTRUCTION

Project: Carl's Jr Hornby

Delivery Type: Subcontractor

Completion: March 2016

Contract Value: \$155,000

Contract works included plumbing, drainlaying and gas package. All plumbing, drainage works and gas connection within the boundary. Contract included liaising with CCC to arrange for new service connection. Pre-slab, first and second fit-off all plumbing fixtures and fittings. Trenching and drainage lay.



COOK BROTHERS CONSTRUCTION

Project: MYOB

Delivery Type: Subcontractor

Completion: January 2018

Contract Value: \$140,000

Contract works included plumbing and drainlaying package. All plumbing, drainage works within the boundary. Contract included liaising with CCC to arrange for new service connection. Pre-slab, first and second fit-off all plumbing fixtures and fittings. Trenching and drainage lay.

ARROW INTERNATIONAL CHCH

Project: DIA Wigram Archives Building

Delivery Type: Subcontractor

Completion: June 2017

Contract Value: \$225,000

Hydraulic and civil plumbing, drainage and gas works. Contract included liaising with CCC and the gas supply company to arrange for new service connection. Design and installation of reticulated gas system, and hydraulic design and installation of hot and cold water system. Pre-slab, first and second fit-off all plumbing fixtures and fittings. Trenching and drain lay.

WATTS AND HUGHES CONSTRUCTION

Project: KFC Rolleston

Delivery Type: Subcontractor

Completion: November 2016

Contract Value: \$150,000

Contract works included plumbing, civil, drainlaying and gas package. All plumbing, drainage works and gas connection within the boundary. Contract included liaising with CCC to arrange for new service connection. Pre-slab, first and second fit-off all plumbing fixtures and fittings. Trenching and drainage lay.

HAWKINS CONSTRUCTION

Project: Koha Gym

Delivery Type: Subcontractor

Completion: November 2017

Contract Value: \$35,000

Contract works included hydronic plumbing package. All plumbing within the boundary. Hot and cold water reticulation. Pre-slab, first and second fit-off all plumbing fixtures and fittings.

CLIENT SATISFACTION

"Keith and his team at AquaPro Plumbing have been providing work for our Property Management Division for over 5 years now and we are extremely happy with the service they have provided our clients. From new bathrooms to the replacement of a kitchen tap there is no job too big or too small and if it is urgent they always make sure they get there straight way. We would recommend AquaPro Plumbing to anyone looking for a quality plumbing job and a competitive price"

First National Property Management

"I have been working with Keith and the AquaPro Plumbing team for the past 8 years. They are extremely professional with outstanding service and great communication, which is a must when building in both the Residential and Commercial sectors. Their knowledge and experience will save you money in the long run and I wouldn't hesitate to recommend AquaPro Plumbing to anyone looking for a plumbing provider."

Dax Morel
Director, Morel Construction

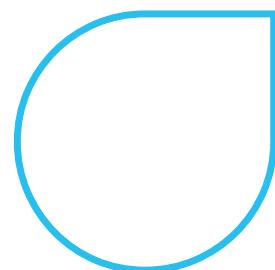


"For the last eight years we have used AquaPro Plumbing for all our plumbing requirements. Regardless of day or time, their service is outstanding. No job is too big or too small. The real added value to AquaPro's service is that once on the job and it's been accessed, they contact us with an update to the issue. Simply put, if you want the best use AquaPro"

David Hopkins AREINZ
Managing Director,
Rent Right Property Management Ltd



KEY PERSONNEL

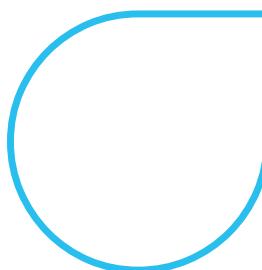


KEITH FOSTER

COMPANY DIRECTOR
OWNER
CERTIFYING PLUMBER
MASTER PLUMBER

Keith remains actively involved in the management and day-to-day running of Aqua Pro Plumbing. His hands on approach and passion for achieving exceptional results for all of our clients filters through the entire team – inspiring all of our staff to approach each project with the same enthusiasm and results-driven focus.

Keith's interpersonal skills ensure communication is clear, and his industry knowledge and high standards are valuable to all. The key to his success is his ambition, proven results in business sustainability, and ability to build client relationships that ensure continual work is maintained with strong management systems. Keith has experience with governance, management, finance and on site operations. He leads the Aqua Pro Plumbing & Drainage team to excel in short and long-term performance, and delivers this to his Board of Advisors.



GLEN ROBINSON

QUANTITY SURVEYOR

With many years of experience within the trade industry, Glen's in-depth knowledge and understanding of construction as a whole is essential to his role. He is responsible for all Aqua Pro Plumbing & Drainage tender coordination and contract administrative requirements – including, but not limited to, contract negotiation, preparation of contract documents and project planning. Glen exceeds expectations by delivering on price and timeframe. He is efficient and effective in sourcing pricing, and delivering to our customers while meeting our high company expectations. Glen follows the Tender process from initial engagement to the completion of a project. He is approachable, adapts to a variety of project management systems, and manages our Payment Claims and Variations in a professional manner to ensure the entire project runs smoothly.



MARTIN EADE

PROJECT WORKS MANAGER
REGISTERED PLUMBER AND
GAS FITTER

Our site operations manager, Martin, has regular contact with all of our ground staff – keeping daily records of site progress, staff performance, materials and plant on-site, along with any issues that need to be addressed. Martin has formed an exceptional relationship with our team, and his experience within the plumbing and gas sector ensures a collaborative, 'no surprises' approach. Martin ensures managerial excellence through commitment to on going implementation, maintenance and review of the Aqua Pro Plumbing & Drainage quality system requirements.



TELEISHA ROBERTSON

OFFICE MANAGER

Teleisha joins the Aqua Pro Plumbing & Drainage team with significant admin and health and safety experience – specialising in the construction, trades and labour supply sectors. Highly organised and with fantastic attention to detail, Teleisha enjoys assisting the team with whatever is needed to ensure our operations run as smoothly as possible. She also enjoys working on site with team members and contractors to ensure all health and safety obligations are being met through the utilisation of site-specific safety plans, toolbox meetings and pre start checks. Most importantly, Teleisha plays an integral role in ensuring the safety of the employees, public and any other workers on site.



BOARD OF ADVISORS

The Aqua Pro Plumbing & Drainage Board of Advisors has been in place since March 2017. The Board is a huge asset to our company, and helps manage sustainable growth and financial control. Together with Managing Director/ Owner Keith, The Board brings to our team a wealth of knowledge, as well as both national and international business experience.

HEALTH AND SAFETY

Aqua Pro Plumbing & Drainage is committed to the Health and Safety of our employees, sub-contractors and all on-site visitors.

Aqua Pro Plumbing & Drainage operates a fully integrated Health and Safety programme, with regular independent audits.

All personnel, labourers and contractors on site are required to be Site Safe accredited.

Aqua Pro Plumbing & Drainage has a written Health and Safety Policy and Health & Safety manual that all employees are required to read, understand and adhere to. This sets out clearly our responsibilities as an Employer and what we expect from our employees.

In addition, every site has a Site Specific Safety Plan (SSSP) and logs are kept for the SSSP. Any sub-contractor is also required to produce a SSSP.

Aqua Pro Plumbing & Drainage is proud of our Health and Safety record. We keep detailed records of all injuries, and to date we have lost no man-hours or productivity as a result of onsite injury.

We are totally committed to the safety and wellbeing of our employees, sub-contractors suppliers and all on-site visitors. Safety is paramount.

ENVIRONMENTAL AND SOCIAL RESPONSIBILITY

Not only do we adhere to strict health and safety guidelines – we also care about our environment. It is important to us to understand the impact our work has on our environment, and specifically on our neighbours. To this end, we work a tidy site to ensure minimal disruption and aggravation to our neighbours.

In addition, we are committed to minimising the impact and preventing pollution and unnecessary damage to the environment from our operations.

We strive to:

- Continuously improve our environmental performance
- Use energy and water efficiently
- Reduce consumption of materials wherever possible
- Promote recycling
- Take account of environmental considerations as part of our investment process

KEY OBJECTIVES

WHAT WE OFFER

- The size and capacity to undertake your entire project
- Understanding of the site and your requirements
- Strong existing relationships with lead contractors
- A hands on approach and complementary company culture
- Cost efficiencies of utilising one lead provider for all drainage, plumbing, gas fitting, solar and sprinklers needs
- Peace of mind that you'll be working with Accredited Master Plumbers
- Flexibility

“OUR MISSION

is to deliver quality plumbing, drainage, gas and solar solutions through appropriately skilled and knowledgeable staff”

CORE VALUES



RESPECT

We treat our clients, team members and suppliers with respect, and we expect the same in return.

ACCOUNTABILITY

We hold ourselves accountable – ensuring all work is completed to a high standard, and within agreed timeframes.

TRUST

We must earn the trust of our clients, and the trust of each team member we work with. Trust is earned – not a given.

COMMUNICATION

We aim to follow up every communication within 1 working day. It is each person's responsibility to ensure their communication has been received and understood correctly.

PRIDE

We take great pride in our work. We deliver a great service, and we speak highly of our company and team.

LOYALTY

All aspects of our approach focus on providing the best service and value, with the aim of fostering client loyalty and return business.

INTEGRITY

We approach each project with integrity, honesty and transparency to enable the best relationships with our clients and achieve the best results.

QUALITY

We pride ourselves on the high quality of our workmanship, and strive to deliver the best quality service and results on each and every project.

OUR VISION

Aqua Pro Plumbing & Drainage is a name built on quality. Offering services throughout New Zealand, we take pride in supplying our clients with the best possible plumbing experience at a reasonable rate.



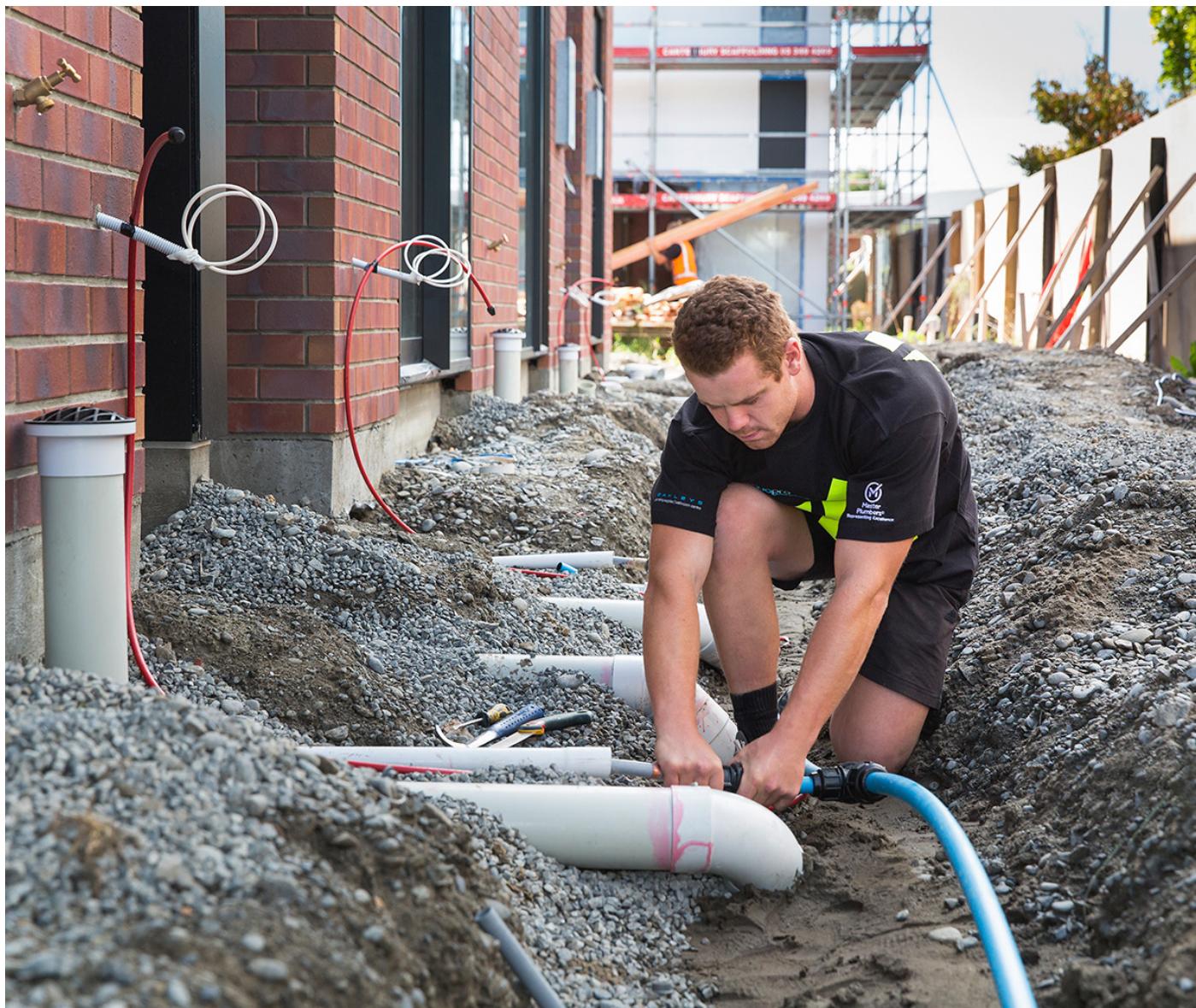
OUR ETHOS

- ▢ Do it once – do it right.
Reworks cost money and impact our reputation.
- ▢ Think efficiency.
Is there a way to get the job done more efficiently?
- ▢ Meet and greet our clients.
Let them know who we are and what we do.
Be polite.
- ▢ Keep our workplace, tools and vehicles tidy and clean. Our customers will judge us on this.
Always leave the workplace or site as tidy as we find it, or better.
- ▢ Help each other out.
This ensures we will get help when we need it.
- ▢ We are accountable for our actions.
If we have done something that needs fixing, we will get it done.
- ▢ Keep learning and keep our CPD points up to date.



WE BELIEVE

We believe everyone should enjoy what they do.
Every action has an effect on others.
We believe every job well done will result in our clients recommending us to friends and family.



CHANGE CONTROL AND DISPUTE RESOLUTION

We are happy to work with you to agree upon the detail of both the change control and issue escalation processes. Aqua Pro Plumbing is extremely flexible and easy to deal with when it comes to variation orders on the build.

CONSTRUCTION GUARANTEE

Aqua Pro Plumbing & Drainage stands by its work and craftsmanship. Standard 12-month warranties apply to all parts.

PRICING

Detailed pricing will be compiled by our in-house QS. Our aim is to ensure that the project receives the best possible solution at the best possible price.

QUALITY ASSURANCE

Aqua Pro Plumbing undertakes strict quality control procedures to ensure that every part of our plumbing, drainage and gasfitting work is delivered to the architects' exacting standards, and is of the highest quality. A detailed checklist for all houses and apartments is undertaken on all jobs.

INVOICING PROCEDURES

Aqua Pro Plumbing is happy to agree terms with regards to invoicing. Our typical terms are set out below:

A site walk through will be undertaken at the end of each month with the Site Manager to assess building progress and agree the status of the work.

Invoices will be costed accordingly.

Invoicing will take place on the 30th of each month.

Payment is required within 7 days.





KEITH FOSTER

office@aquaproplumbing.co.nz
0508 AQUA PRO
027 4198843
www.aquaproplumbing.nz

