



INFINITY **FIRE**
PROTECTION

ABN: 57 067 135 246

Corporate Profile



CONTENTS:

Who is INFINITY FIRE PROTECTION?	Page 3
What do we do?	Page 3
How do we deliver service?	Page 3
What are the Benefits?	Page 4
Our Staff	Page 4
Training	Page 5
Insurance	Page 5
WH&S	Page 5
The Environment	Page 6
Contact Details	Page 7

Who is INFINITY FIRE PROTECTION?

Infinity Fire Protection (formerly known as Sydney Fire Protection) was established in 1996 and is 100% Australian owned.

The business was started as existing firms in the fire protection market did not appear to be tuned to their customers' needs.

Infinity Fire Protection, our business plan, our staff, training and our procedures have all been modelled on excellence in customer service.

What do we do?

We perform inspection, testing, maintenance, certification, repair, tenancy refits, system upgrades and installation of all essential fire services, including foam suppression, in Sydney, Newcastle, Brisbane, ACT & WA with plans to continue that expansion into SA & Northern Territory. We also provide comprehensive training, signage and emergency evacuation diagrams as part of an organisation's Emergency Response Management.

We develop long term relationships with our customers to ensure that their fire systems are compliant and the risk to occupants are minimised.

Inspection, testing, maintenance and certification are carried out in accordance with Australian Standard 1851-2005 and the Environmental Planning & Assessment Act. Our comprehensive Emergency Response Management projects are designed and implemented in accordance with Australian Standards 3745-2010 and 4083-2010.

We play an active role in building, improving and training of the industry and our own staff so they may understand and effectively use the standards that apply to your site.

Our contracts team are experienced in design, installation and compliance of all essential fire services required across residential, commercial, industrial, mining, power generation, government & infrastructure.

How do we deliver service?

We provide a direct point of contact in our office and allocate one, multi-skilled leading technician or project manager for each relationship.

We create and deliver continual training for our staff so customer service is backed up by knowledge and experience. In an industry where training is almost non-existent, Infinity Fire Protection leads the way.

We directly employ all of our staff and they are the key to our service. All staff,

whether they are manager, technician, electrician, plumber, carpenter or fire alarm technician, undergo core training as a fire service technician. Our core training consists of more than thirty in-house competency-based courses.

All of our activities are scheduled and recorded in a comprehensive electronic database. Our technicians all use hand-held devices to expedite job, asset, project and defect recording - improving the information flow to you.

What are the benefits?

- 🔍 Your direct point of contact will find the answer for you-no chasing required;
- 🔍 Electronic copies of your asset register and defects are available - email, excel, word, etc;
- 🔍 Hard copies of test records are left on site for use by the fire brigade;
- 🔍 This company is focussed on your needs, with the benefit of great product knowledge;
- 🔍 There is reduced risk & liability through more effective compliance management;
- 🔍 A better understanding of fire systems is available by providing free training to your staff;
- 🔍 We are a well presented, expert firm which compliments the professionalism of your site.
- 🔍 We are a fire company that understands your needs via active industry association membership- eg. Property Council, ISTM, FPAA, NFIA, IFE & others;
- 🔍 Our open feedback policy prevails- please tell us what we can do better.

Our staff - are the most important part of our service!

We aim to provide the ultimate in customer service to you. We can only deliver on this if our staff shares our beliefs. For this reason, we only hire people that are customer focussed.

The key points to our staffing are:

- 🔍 Direct point of contact. Talk directly to our team of experts.
- 🔍 One fire service technician allocated to your site - so you don't have to continually show new people around.
- 🔍 Fire service technicians are multi-skilled to be capable, experienced and qualified to test all of the essential fire safety measures in your building.
- 🔍 Field service managers ensuring access is arranged, technicians record information correctly and this is communicated via your one point of contact.
- 🔍 Technical experts in the background to assist and train the account managers, operations managers and field staff

Training

As there are very few external fire protection courses available, we have taken the lead in creating courses to suit the industry. Our staff are involved in the push for licensing, training and accreditation of the entire industry via the Fire Protection Association Australia, National Fire Industry Association & the OFT.

We present over 30 in-house courses that we've created to make our staff the best and most knowledgeable in the industry. We have developed these courses to tie in with AS1851-2005, the myriad of installation standards and most importantly with customer service as our focus.

Some of the courses we have created and present include:

- Introduction to Essential Services
- Basic Hydraulics
- Fire Door Applications, Testing and Maintenance
- Basic Electricity
- Flow Testing of Sprinkler Systems
- Sprinkler Spacing and Design
- First Attack Fire Fighting
- Passive Fire Systems
- Auto Pump Starting and Pressure Switch Adjustment

Insurance

Infinity Fire Protection holds all insurances required by law and has consulted with our customers to ensure we hold the level of cover they require. The policies held are:

Public & Product Liability	\$50M
Workers Compensation	\$4.7M
Professional Indemnity	\$10M
Home Owners Warranty	Qualified to obtain- project by project basis

WH&S

Infinity Fire Protection displays commitment to providing a workplace where the health, safety and welfare of all employees, contractors and visitors is of the utmost importance via third party independent **accreditation to AS/NZS 4801:2001 – Health & Safety Management Systems**. We work daily towards improving it. Call us if you'd like to examine our procedure. Our policy is:

- Develop and implement workplace health and safety programs to ensure that all risks to health and safety at the workplace are identified, assessed and eliminated/ controlled.
- Consult with employees and implement agreed WH&S consultative arrangements to improve the management of WH&S.
- Communicate with customer's government and community bodies on work

health and safety issues.

- Provide safe systems of work to reduce accidents and incidents and the risk of injury to personnel.
- Comply with relevant work health and safety legislative requirements.
- Provide adequate information, instruction, training and supervision to ensure that all employees and contractors can undertake their duties safely.
- Ensure that all visitors to the workplace are informed and instructed on site safety requirements and provided with adequate supervision and necessary protective equipment.
- All managers, supervisors and employees will ensure that the objectives of this policy are implemented and integrated into day-to-day work practices.

The Environment

Infinity Fire Protection is committed to minimising the impact of fire protection maintenance on the environment. We aim to achieve this by:

- Following accepted environmental practices for the handling of ozone depleting substances (eg. Halon, FM200, Inergen, etc).
- Reduce water usage in testing by up to 75% by helping our customers migrate to AS1851-2005. (monthly testing of sprinklers and pumps)
- Recycling of waste paper, safe disposal of batteries, regular vehicle maintenance, and low emission vehicle purchases, etc.

Contact Details

Head office

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