



# SYDNEY FIRE PROTECTION

**CBD Services Pty Ltd**

ABN: 57 067 135 246

## Corporate Profile

*Our Mission:*

**'ESSENTIAL SERVICES SOLUTIONS  
THROUGH UNPARALLELED CUSTOMER SERVICE'**



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## **who is Sydney Fire Protection?**

Sydney Fire Protection was established in 1996 and is 100% Australian owned.

The business was started as existing firms in the fire protection maintenance market largely ignored their customer's needs.

We asked the property management industry what they wanted and the response was: "**one point of contact that will phone me back!**"

Sydney Fire Protection, our business plan, our staff, training and our procedures have all been modelled on customer service through one point of contact.

## **what do we do?**

We perform inspection, testing, maintenance, certification, repair, upgrades and installation of all essential fire services in buildings across greater Sydney and throughout the eastern seaboard of Australia under the CBD Services banner.

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

Inspection, testing, maintenance and certification is carried out in accordance with Australian Standard 1851 and the Environmental Planning & Assessment Act. We play a strong role in building, upholding and training of the industry and our own staff so they may understand and effectively use these standards.

Our contracts team are experienced in design, installation and compliance of all essential services you may require.

## **how do we deliver service?**

We provide one point of contact in our office and allocate one, multi-skilled technician 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, Sydney Fire Protection leads the way.

We directly employ all of our staff and they are the key to our service. All staff, whether they be 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 and fire industry specific database. Our technicians all use 'Palm' hand-held computers to expedite asset and defect recording, improving the information flow to you.

## **what are the benefits?**

- 🔵 Your **one point of contact** will find the answer for you- no chasing required
- 🔵 Electronic copies of your asset register and defects- email, excel, word, etc
- 🔵 Hard copies of test records can be left on site for use by Brigade
- 🔵 A company focussed on your needs, but with great product knowledge
- 🔵 Reduced risk & liability through more effective compliance management
- 🔵 Better understanding of fire systems by providing free training to your staff
- 🔵 Well presented, expert firm to compliment the professionalism of your site.
- 🔵 A fire company that understands your needs via active industry association membership- eg. Property Council, ISTM, FPAA, IFE & others
- 🔵 Open feedback policy- 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 do this if our staff share the same beliefs. For this reason, we rarely hire people from within the fire industry as they are not customer focussed.  
We hire people from service industries and train them in fire protection.

It takes less time to train someone who is service focussed to be a fire protection expert than it does to make a fire expert customer focussed.

*The key points to our staffing are:*

- ④ Account managers individually allocated to your site or contract- your **one-point of contact**. Even if they don't know the answer immediately, their job is to find it out and respond to you immediately
- ④ Fire service technicians are multi-skilled to be capable, experienced and qualified to test all of the essential fire safety measures in your building
- ④ **One fire service technician allocated** to your site- so you don't have to continually show new people around.
- ④ Field service managers ensuring access is arranged, technicians record information correctly and this is communicated via your one point of contact
- ④ 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 Govt.

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 and importantly with customer service as our focus.

*Some of the courses we created and present:*

- ④ Introduction to essential services
- ④ Basic hydraulics
- ④ Fire door applications, testing and maintenance
- ④ Basic electricity
- ④ Flow testing of sprinkler systems
- ④ First attack fire fighting
- ④ Passive fire systems
- ④ Auto pump starting and pressure switch adjustment

### **insurance**

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

Public & Product Liability- \$50M

Workers Compensation- All employees

Professional Indemnity- \$5M

Home Owners Warranty- Qualified to obtain- project by project basis

## **OH&S & the environment**

Sydney Fire Protection is committed to providing a workplace where the health, safety and welfare of all employees, contractors and visitors is of the utmost importance. We have implemented an accredited OH&S system and we work daily towards improving it. Call us if you'd like to examine our procedure. Our policy is:

- Develop and implement occupational health and safety programs to ensure that all risks to health and safety at the workplace are identified, assessed and eliminated or controlled.
- Consult with employees and implement agreed OH&S consultative arrangements to improve the management of OH&S.
- Communicate with government and community bodies on occupational health and safety issues.
- Provide safe systems of work to reduce accidents and incidents and the risk of injury to personnel.
- Comply with relevant occupational 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.

Sydney 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, low emission vehicle purchases, etc.

## **our customers**

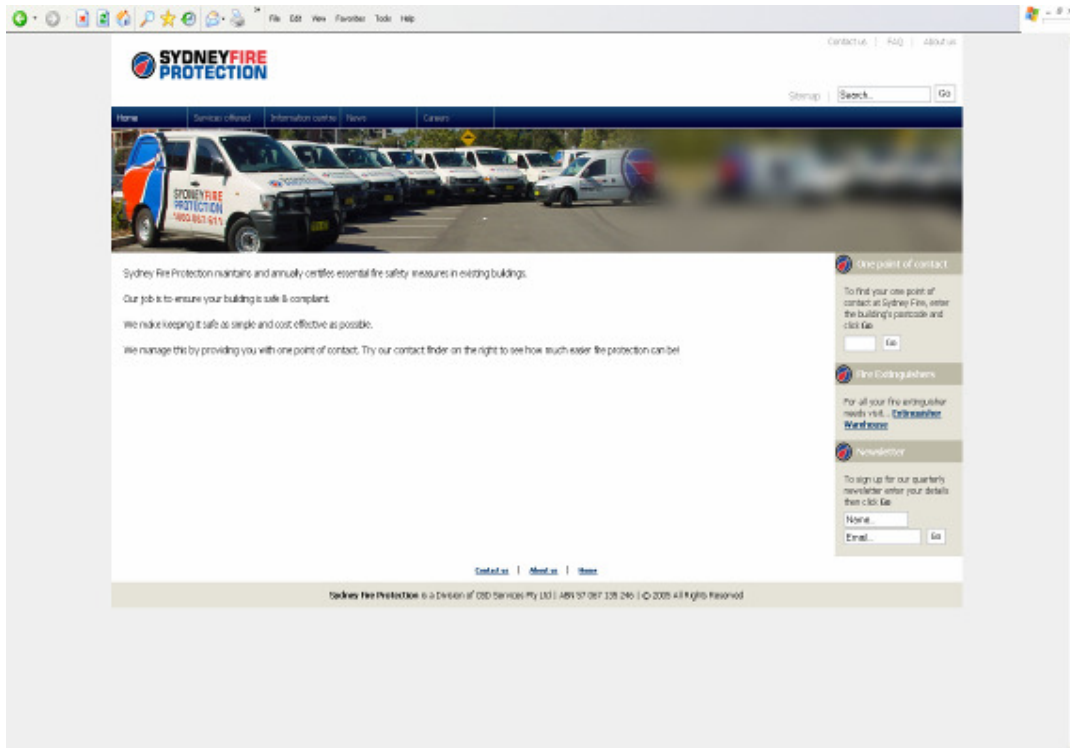
Jones Lang LaSalle Strata Associates	Dynamic Property Services
Clisdells	Exel Logistics
Bright & Duggan	Cardy & Company
Terrace Tower Group	Macquarie Goodman
Tempo Services	Deutsche Bank/ DBREEF
Investa Property Group	Sydney Ports Corporation
Strata Associates	Dynamic Property Services
Knight Frank	DTZ Australia
CB Richard Ellis	Multiplex Asset Management
+ Most major property owners, property managers & strata managers	

## **contact details**

CBD Services Pty Ltd trading as Sydney Fire Protection  
ABN: 57 067 135 246  
Office Address: Unit 33, 1a Coulson Street, Erskineville NSW 2043  
Postal Address: PO Box 6201, Alexandria NSW 2015  
Main phone (24hr): 1300 787 622  
Main Fax: 02 8594 3444  
Internet: [www.sydneyfire.com.au](http://www.sydneyfire.com.au)  
Email: [service@sydneyfire.com.au](mailto:service@sydneyfire.com.au)

## one point of contact:

Go to [www.sydneyfire.com.au](http://www.sydneyfire.com.au) & enter the postcode or suburb of your building. The site will direct you to your one point of contact, their phone, email and mobile numbers.



The screenshot shows the Sydney Fire Protection website interface. At the top, there is a navigation menu with links for Home, Services offered, Information centre, News, and Careers. Below the menu is a large banner image of several white fire vans with "SYDNEY FIRE PROTECTION" and "100-043-911" printed on them. The main content area contains the following text:

Sydney Fire Protection maintains and annually certifies essential fire safety measures in existing buildings.

Our job is to ensure your building is safe & compliant.

We make keeping it safe as simple and cost effective as possible.

We manage this by providing you with one point of contact. Try our contact finder on the right to see how much easier fire protection can be!

On the right side of the page, there are three sections:

- One point of contact:** A section with a search bar and a "Go" button. The text says: "To find your one point of contact at Sydney Fire, enter the building's postcode and click Go."
- Fire coding advice:** A section with a link: "For all your fire coding advice needs visit... [Enter website](#) [Word docs](#)".
- Newsletter:** A section with a form to sign up for a quarterly newsletter. It includes fields for "Name" and "Email" and a "Go" button. The text says: "To sign up for our quarterly newsletter enter your details then click Go."

At the bottom of the page, there is a footer with the text: "Sydney Fire Protection is a Division of OSD Services Pty Ltd | ABN 57 087 128 246 | © 2008 All Rights Reserved".