

Introducing a better way to manage national emergency tree works

Solutions from the
leader in make-safe
and tendered insurance

CAUTION
TREE WORKS
IN PROGRESS

**EnviroFrontier**
TREE MANAGEMENT

Emergency and tender response across our network of National Tree Partners

From first call to completion of service, you have our EnviroFrontier commitment to quality results. Our national network of qualified local arborist tree companies work to our standard of safety and service with streamlined communications systems to keep you informed with no hidden surprises.

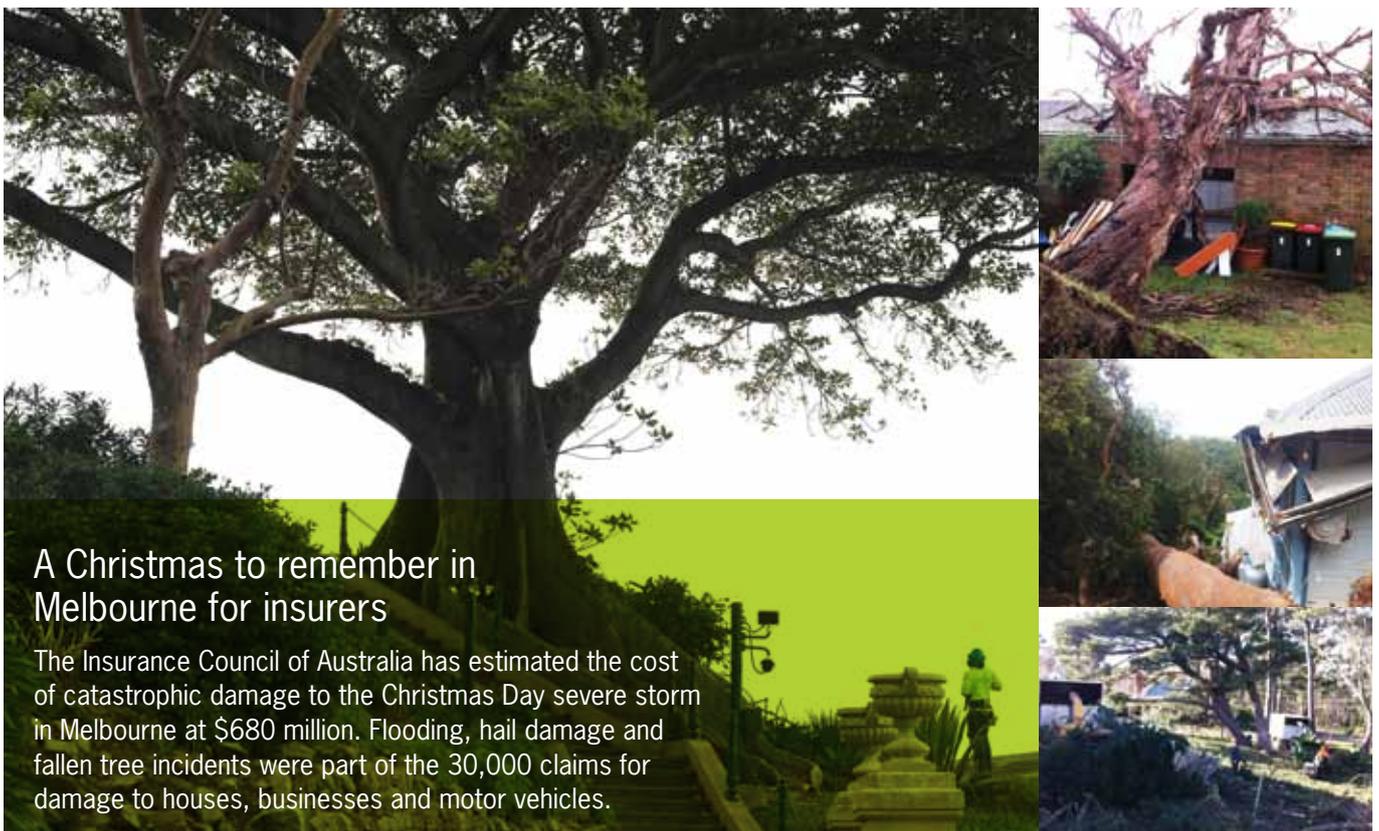
Insurance-related works, emergency or tendered, are treated with thorough care and accountability for every detail. This includes our staff or contractors providing temporary secure fencing and roof-tarping on site to minimise any potential future cost or water damage. Every stage is documented. All costs are set rates.

Our exceptional service record with Insurance

EnviroFrontier has fostered strong relationships within the insurance industry by listening and responding to needs. We began servicing Insurance Builders in the greater Sydney region in 2010 and have grown to offer our services nationally.

Our quality of reporting, cost value with a set-rate schedule, speed of service and commitment to positive customer outcomes have helped grow our business to serve every state of Australia in make-safe or tender insurance works.

A Score Card Appraisal System introduced in 2012 has nationally placed EnviroFrontier 1st every month based on insurer feedback for performance to KPI on time, quality and overall delivery each month.



A Christmas to remember in Melbourne for insurers

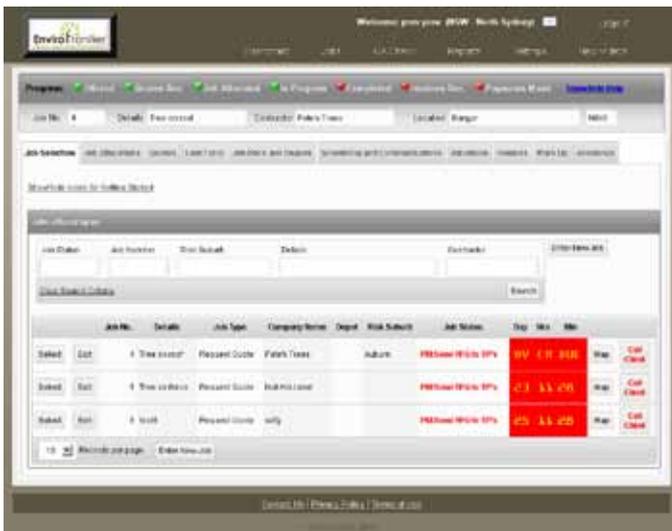
The Insurance Council of Australia has estimated the cost of catastrophic damage to the Christmas Day severe storm in Melbourne at \$680 million. Flooding, hail damage and fallen tree incidents were part of the 30,000 claims for damage to houses, businesses and motor vehicles.

Our web-based system was specifically developed for the insurance industry to streamline every response

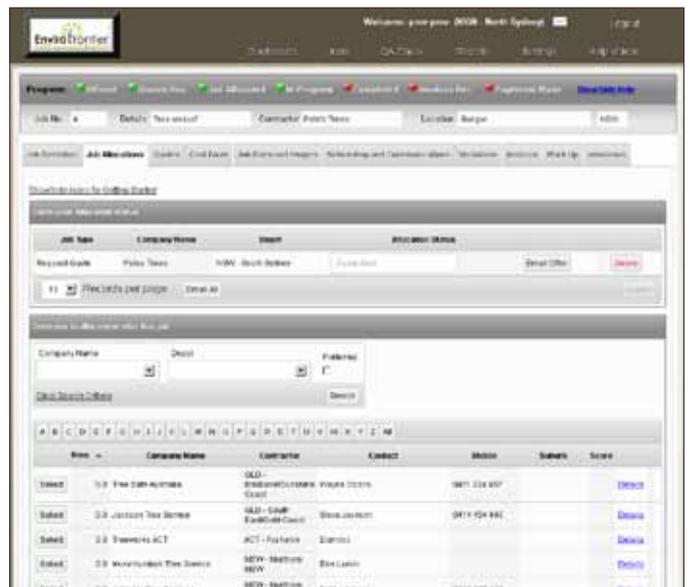
EnviroFrontier is able to manage the process of communication, costing, response and documentation from the insured, insurance and our staff/contractor in one bespoke workflow application. This software has been designed specifically to assist and benefit those in the field as well as insurance administrators.

Our wholly owned system allows you, the client as insurance builder or insurance business, to directly review the stage of each allocated job. Documents are loaded at site from photos, cost estimates, and work site hazard alerts are provided for OHS or contingency issues such as pool fences, roof damage with clear or potential water leaks, fence damage that allow could animals to escape. Every detail is managed and clearly reported.

See two brief snapshots of our tree management system here.



Contractors use the approved rate schedule to provide an immediate cost on site



An overview of make safe/tender job flow screen

Our EnviroFrontier Tree Management System captures all the information in one secure web based platform. You benefit from complete transparency for clear job flow, costs, communication notes, work scheduling, and end audit report.

Our system eliminates the need for numerous calls or to wait for a response about the stage of any make-safe or tender job. We ensure speed of delivery to the insured and all required reporting back to the insurance builder or company.

Best of all, it's easy. This enhanced level of security and professional communication is done via rapid response by just an email, phone call or text.



Our mobile app provides instant documentation, cost and information from site and allows the insurance builder or business to access immediate detail and history documentation

EnviroFrontier delivers cost effective, well-documented tree services across Australia with a qualified network

It all starts with respect. Respect for your situation, whether disaster recovery or business as usual. We respond with speed, care and insight about how to solve it – all part of our Service Promise.

All this and more as a fee-free service

Good service is priceless. Which is why we have no fee, no strings attached to these EnviroFrontier Insurance services. We are happy to enlist your contract engagement as preferred supplier or supplier of record, otherwise there is no cost or commitment to use our advanced, streamlined, professional services.

What our Insurance clients say

We are delighted to share some feedback from our clients who have appreciated the speed, service and care that is associated with the EnviroFrontier name.

I could actually write a book on the great service... that you provide. You always act on a request in the shortest possible time, carry out work and deliver great customer care and professionalism to all. I give you 10 out of 10.

Marlene Martin
National Make Safe Manager, Claim Central Pty Ltd

I've found few in the industry I can rely on... and without question EnviroFrontier has proven time and time again they are most deserving of my trust. You uphold all the business principles that have made Johns Lyng Group a leader in the Building Industry.

Nick Fraser
Make Safe Manager, Johns Lyng Group QLD

We had massive storms at Mount Nebo... related to Cyclone Oswald. EnviroFrontier as project managers and their tree contractor were prompt, careful to listen to the customer's requests, and professional in their work. I have no hesitation in recommending EnviroFrontier.

Mr C J Wolsey
Queensland, CGU Insurance Customer

We have been using EnviroFrontier for the past 12 months... and they have turned stressful situations into a much easier, less stressful experience. I have put EnviroFrontier on top of my tree management trades as our preferred tree contractor. Their team has always completed jobs with military precision and I know I can always rely on them.

George Andreadis
Building Coordinator – Sydney Metro

Thank you for making a very stressful situation much easier to handle. EnviroFrontier kept us informed from the start on the procedures and what would be happening during the tree removal. On site their tree contractor team handled the big job with military precision. Job well done.

Ted Nance
NRMA Insurance Customer

One call and nationally EnviroFrontier can ease your Emergency Response to Tree Service.

**Call us on
1300 077 233**

The EnviroFrontier difference: High Standards of communication, documentation and transparency

EnviroFrontier is a major national 'make-safe' provider for management, coordination and undertaking of emergency tree works as well as tender tree service across Australia.

We are contracted to several of the largest insurance builders and insurance groups who utilise our network of staff and contractors. They appreciate our high standard of communication and documentation to provide a systemized, transparent, cost effective service backed by an ongoing audit system.

Responsive and responsible with our set rates and quality protocols

EnviroFrontier Tree Management is the leading company (and to our knowledge the only company) operating to a national service standard applied uniformly to all site works.

Our Quality Assurance process is a 100% Service Guarantee that provides:

- 1 A set rate schedule for all staff, equipment & materials applied nationally; no add-ons no matter what the circumstances, for emergency or regular maintenance tree work.
- 2 Streamlined communications with our web-based and mobile app system for immediate feedback from site contractor to our central management system and the insurance company/builder.
- 3 OHS approved local contractors (with standards checked by our system for insurance, credentials and qualifications) who submit signed work site hazards and before/after photos for each job within stringent time frames.
- 4 Performance audit system to deliver immediate score card accountability on EnviroFrontier work and national tree partners according to time, response, value and client feedback.
- 5 Service documentation with complete transparency to show Insured completion Certificate of Works Undertaken.

OUR CLIENTS COUNT ON US

Our national network of staff and contractors are always on call. We were on site to help remedy damage at over 300 events from the Catastrophe Storm in Queensland (February 2013) and soon after in Port Macquarie & Coffs Harbour, NSW to look after more than 200 make-safe or tender works.

Apart from Insurance groups and builders, EnviroFrontier and its national tree partner network serve clients from residents, strata managers to high-profile teams at Kirribilli & Admiralty House, government departments, Councils and private recreational facilities. You can be assured you will be provided the utmost in professional and personal service.

EnviroFrontier Tree Management 1300 077 233

EnviroFrontier Team leadership experience

Members of our business or the company itself can claim a number of distinctions in the tree management arena.

- Founding Member of the Tree Contractors Association
- WorkCover board member that put forward first Amenity Tree Industry Standards
- Member National Arborist Association of Australia
- Member of the Tree Contractors Association
- Executive-Management training
- Advocate Social Media Platform development
- Developing software integration and development
- Business Administration certificate level 4
- Work place health and training certificate 2003
- Promote advanced communication and behavioural techniques

Our National Network Australia-wide

EnviroFrontier has a national base of approved contractors in every state for city and regional locations. Our staff or contractors are ready to respond quickly and efficiently to your job, having it underway within only hours (or less) of your call. We continue to expand our network. In the event, on the rare occasion where we may not have a TP in that area, our procurement system allows us to secure an approved contractor within hours.



NEW SOUTH WALES: Sydney, Wollongong, Southern Highlands, Central Coast Area, North Coast Area, Newcastle, Taree Area, Wagga Wagga, Canberra, Blue Mountains, South Coast Area, Hunter Area, Griffith Area, Ardlathan Area, Cowra Area, Dubbo Area, Young Area, Tamworth Area, Narrabri Area, Coffs Harbour Area, Port Macquarie Area, Canberra Area, Leeton Area, Armidale Area

QUEENSLAND: Brisbane Area, Sunshine Coast Area, Gold Coast Area, Mossman Area, Port Douglas Area, Cairns, Mount Isa, Charleville Area, Rockhampton Area, Emerald Area, Yeppoon Area, Toowoomba Area, Hervey Bay Area, Mackay Area, Townsville Area

VICTORIA: Melbourne & outer Areas, Bundoora Area, Shepparton Area, Nyora Area, Mornington Peninsula Area, Geelong Area, Bendigo Area

SOUTH AUSTRALIA: Adelaide, Happy Valley Area, Mount Gambier Area, Whyalla Norrie Area, Kingston Area, Port Augusta Area, Port Lincoln Area

WESTERN AUSTRALIA: Perth, Bunbury Area, Margaret River Area, Port Headland Area, Broome Area, Geraldton Area

NORTHERN TERRITORY: Darwin Area, Alice Springs Area

Learn more about the EnviroFrontier Tree Management Service today.

Let us demonstrate the efficiency, transparency and ease of our unique system to you personally. Contact us for a convenient time to explain details on how we can work with you – with no obligation.

1300 077 233
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www.envirofrontier.com.au