



OUR CAPABILITIES

## OUR STORY

Fixed Group was founded in 2010 by Ben Somerville who had a vision to transform the way live sites are delivered to a client. Since then Fixed and their team have developed a service delivery method that minimises customer disruption, reducing operational risk and potential loss of earnings for the client. Through our continued focus on delivering exceptional customer service and quality workmanship, Fixed has developed strong long-term relationships with many satisfied clients.



# OUR **SERVICES**

Fixed provides complete refurbishment, fit out, strip out, and maintenance services across a range of property and building types.

## CHILDCARE & EDUCATION

- Compliance
- Refurbishment (partial & full)
- Renovation
- Facility upgrades
- Facility renovations
- Maintenance (reactive & planned)
- Capex works
- Emergency On-Call Works

## OFFICES AND COMMERCIAL

- After hours refits and de-fits
- Refurbishments
- Foyer and reception upgrades

## SHOPPING CENTRES

- Compliance
- Reinstatement
- Refurbishment (partial & full)
- Renovation
- Facility upgrades
- Facility renovations
- Maintenance (reactive & planned)
- Capex works
- Defits
- Emergency On-Call Works

## HOTELS

- Full floor by floor refurbishment
- Rebranding
- Commercial kitchens
- Foyer and common area upgrades
- Façade
- Flooring upgrades
- Maintenance
- Emergency on-call works

We also service industry sectors including: Medical, Government, Hospitality, Retail



# THE **LIVE** **BUILDING** SPECIALISTS

- Fixed is the industry specialist for the delivery of projects in live building environments.
- Our knowledge and processes enable us to carry out refurbishment and maintenance works to hotels, retirement villages and other live environments whilst the Client continues normal operation of its regular commercial activities.
- We understand the importance of minimising operational downtime and inconvenience to residents, guests and occupants and have designed our service delivery methods to reflect this.
- We strive to reflect our company culture through our customer service, ensuring all parties are well informed and harmonious throughout the life cycle of any project.



# SCALABLE PROCESSES

We have structured our business operations around scalable processes that enable us to deliver the full spectrum of project sizes.

From small maintenance call-outs to the refurbishment of all types of live sites, we are the masters of flexibility and mobilisation of resources.

We will refurbish your entire facility or simply come and change a door handle. Our Clients rely on us for a complete range of services with rapid response times.


We also operate remotely and can schedule after-- hours and weekend works to meet the tightest timeframes.

We achieve this with:

- Proven project leaders and construction teams.  
Client-driven project schedules and staged planning
- Loyal and experienced staff and trades who are experts in their field.
- Early stakeholder engagement and our collaborative approach.
- Investing in the development of the Fixed team and culture.
- State-of-the-art operational and project management systems that provide both clients and site teams with real-time project updates.







# RECENT PROJECTS

A selection of our previous projects  
that we think are relevant to yours.

# ST MARTINS

## Dementia Ward Refurbishment

TAIGUM, QLD

This project was an outstanding example of Fixed Group's ability to deliver projects on time and within budget. This project involved the full refurbishment of the Dementia Ward, including nine bedrooms with ensuites, the general kitchen and dining areas and the external gardens.



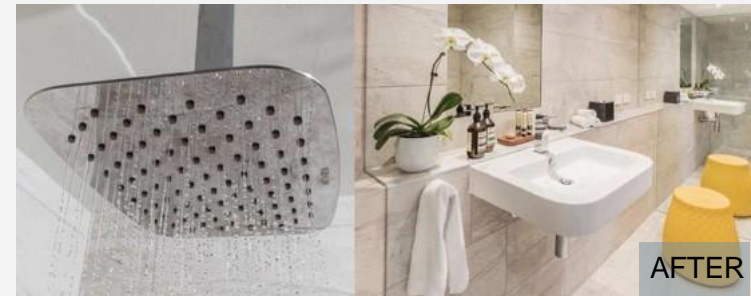
# Quay West Suites

Melbourne, VIC

90 rooms were refurbished in total. We achieved 19 rooms per stage with each stage taking only 3.5 weeks from start to finish. The rooms were complete over two floors per stage.

The hotel was still operational during construction and the disruption was minimal. The common comment from management and guests was: "I didn't even know there was a refurb going on."

A great result from our committed team and thanks to the Hotel for letting us streamline this project without fuss!





# Early Learning Centres

## Maintenance & Refurbishment

### Nationwide

We understand the importance of compliance and ensuring the ultimate safety of children in child care facilities. Our clients trust Fixed to react quickly to their refurbishment, compliance and safety requirements – whether it be fixing a fence, modifying facilities for children with special needs, repainting a bathroom, or any aspect of compliance with physical environment standards and legislation.

Our expertise in operating in live environments also ensures that the Centre's remain operational while maintenance and refurbishment works are being conducted. This is achieved by a staged approach using after hours and weekends or working with the center to complete while maintaining occupancy numbers as per legislative requirements



# Early Learning Centres

## Playgrounds and Landscaping

### Nationwide

We understand the importance of compliance and ensuring the ultimate safety of children in child care facilities. Our Clients trust Fixed to react quickly to, their upgrades, maintenance and safety requirements – whether it be fixing a fence, upgrading play areas or refreshing external areas up to current standards and legislation.

Our expertise in operating in live environments also ensures that our clients centers remain operational while maintenance and refurbishment works are being conducted this can be achieved by a staged approach using after hours and weekends or working with the center to complete while maintaining occupancy numbers as per legislative requirements.



# The Sebel Croft House

Brisbane, QLD

Imagine undertaking a full restaurant fit-out on the corner of one of Brisbane's busiest intersections! After 15 years the Croft House was ready for a complete refurbishment and Fixed was provided the opportunity to deliver a magical transformation.

Access to the site was extremely restricted and we expertly managed the delivery and installation of many sizeable project components. The Croft House now boasts stunning feature marble, custom ceiling rafters, and a new street-side coffee bar, made possible by Fixed's team of experts.





# Novotel Gourmet Bar

Brisbane, QLD

The Gourmet Bar is the stylish result of the complete transformation of an older style building into a contemporary dining bar. Our original estimates to deliver on the designer's vision were simply beyond our client's budget.

We worked closely with the designer and client to show where savings could be made and how stylish, cost-effective alternatives could be incorporated. The existing bar was relined with marble onsite, rather than replacing the bar with a new one, and the existing beer and gas lines were unblocked and renewed.

Fixed also sourced and engineered a unique LED lighting system, featuring remote-controlled multi-coloured LEDs in the bar cabinetry.





# Shopping Centres

## Maintenance and Refurbishment

### Queensland

Re-design & refurbishment of amenities

Fixed delivered a full redesign and refurbishment of the centres amenities, including special access requirements for the parents room and disabled bathroom.

We ensured a high quality, durable finish but one that reflected the style of the surrounding shopping centre. The project was managed within tight time constraints and all works were undertaken at night to eliminate any inconvenience to shopping centre patrons.



# WESLEY MISSION

## Maintenance & commercial kitchen fit out

Brisbane, QLD

Fixed provides maintenance services to a large number of Wesley Mission properties across Brisbane. We also project managed and delivered the construction of 17 commercial kitchens, each designed to seat up to 60 people at any one time.

The Fixed team again demonstrated its expert ability to work in live environments, carefully planning the workplace health & safety considerations for what can be a highly reactive environment. We are proud of the respect and sensitivity our team demonstrate when working on site around people in care.

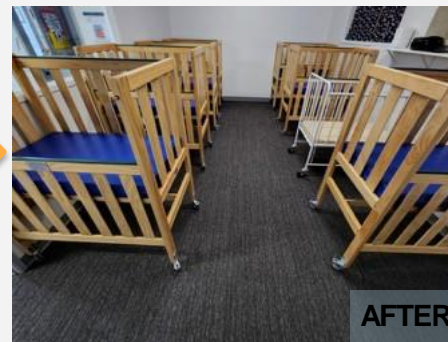


# Commercial Vinyl & Carpet Flooring

We provide a complete supply and installation service for all areas in the commercial building space. Our vast experience in hospitals, childcare centres and resorts around Australia ensures we can provide you with the solution you need.

Our team have extensive experience working in "Live Building Environments" and we have 3 teams that can handle works up to 1000sqm+. We have an easy to please approach, and always find a solution to get the desired outcome of the client and scope.

- ✓ Commercial Sheet Vinyl including Wet Areas
- ✓ Commercial Vinyl Plank
- ✓ Carpet Tiles
- ✓ Broadloom Carpet



# OUR MANAGEMENT **TEAM**

Delivering quality projects relies on having a team that is driven and focused, with leaders who are experts in their field.



## **Ben Somerville- DIRECTOR**

Ben Somerville is a Qualified Builder with over 26 years of building, construction and refurbishment experience in both commercial and residential sectors. Ben's approach to customer service and the development of innovative building processes and practices has been fundamental to Fixed Group's growth and success.

Ben has delivered successful projects for clients in Brisbane, Sydney, and Melbourne, and his breadth of experience in full refurbishment means that both your interior and exterior works are in good hands. Not only a highly skilled builder and carpenter, Ben understands the "business" of construction.

His expertise in managing budgets and timely procurement, and his strong project management skills ensure he truly understands his clients' requirements.

Ben deals with all of Fixed Group's Clients directly, believing that close contact ensures the client needs are clearly understood. He adopts this same approach with his own team, maintaining regular communication to ensure the end product is exactly as the Client envisioned.





**Brendan Honan**  
**PROJECT MANAGER**



**Nash Edirisinghe**  
**CONSTRUCTION ADMIN**



**Dan Danansooriya**  
**COORDINATOR - OPERATIONS**



**Michael Vidal**  
**ACCOUNTANT – IN HOUSE**



**Steve Zyka**  
JOINERY MANAGER



**Dave Simpkins**  
LEADING HAND/CARPENTER



**Jerome Don**  
**CABINET MAKER**



**Nic Bonastre**  
**MAINTENANCE CARPENTER**



**Isaac Tarabay**  
**LANDSCAPER**



# COMPANY INFORMATION

## Financial capability

We can assure our clients of the financial viability of the Fixed Group business with years of experience across project values ranging from \$5,000 to \$5 million. Our ERP system and invoice generation is detailed, transparent and reliable when presenting invoices for reimbursement to the client.

We also recognise that prompt payment to our contractors and suppliers is essential to maintain a reliable and consistent trade pool. Our contractors and suppliers are valuable assets to the Fixed Group business and are managed professionally and fairly. We engage key trades at the concept of a project to ensure there is no opportunity for shortages at commencement or during a project.

## Program control and cost management system

We have implemented a sophisticated ERP system to efficiently control project time and cost management. The program enables us to highlight critical paths and activity relationships so that our process is fully transparent to our clients. Projects are updated on a regular basis to track the project progress against designated tasks and clients have access to this software throughout the project. This enables the client to view project progress in real-time and ensures Fixed can proactively identify any trends or risks to project completion or budget. It also enables the client to engage directly with the Project Manager to identify cost-saving or value-add initiatives.

Our project management system is underpinned by the experience and knowledge of our people, and together provide our Clients with confidence that projects will be delivered on time and on budget.





# Aroflo Management System

AroFlo is a powerful cloud-based job management software designed for trade, field and service businesses to provide live and accurate Job Management for all sized tasks, assisting businesses with providing efficient service to their clients.

## Cloud Based

Being cloud based software all jobs are live and accessible from the Field and the Office providing real-time updates, ensuring everyone working on a project has the correct information at all times.

## Estimating

Generate detailed, accurate online quotes from the field or office.

## Purchase Orders and Suppliers

Place orders for materials from any location and without any paper trails, and track there process and costing automatically on each job.

## Workplace Health and Safety

All tasks have online risk assessments and compliance checklists, immediately flagging any safety issues back to Management.

## Project Management

Track live project costs, estimated values and invoiced amounts.

## Invoicing and Accounts Integration

Auto import all labour, materials and expenses from jobs or projects into professional looking invoices. AroFlo integrates with leading accounting packages so everything is processed in one operating system.



## Management Systems & Pre-qualifications

- ISO 9001:2015
- AS/NZS 4801:2001
- ISO 45001:2018
- CM3 Approved contractor
- Sodexo Approved contractor
- Browz Compliant
- Online induction and Incident reporting
- Company health & safety policy
- OH&S Management plan
- Safe work policies, practices and procedures

## Insurances

Workcover: Policy no. WAB111179953

Expiry 30/09/2023

Public Liability: Policy no. AP-292497 \$20m

Expiry 21/06/2023

## Licences & Memberships

Queensland Licence: QBCC 1231706

NSW Licence: 349029C

Victorian Licence: VBA CB-L 44462

West Australian Licence: BC104270

Tasmania Builders License: 189028210

## Safety

Fixed is committed to the safety of our clients, their guests and patrons, and to our own people. We have a comprehensive Workplace and Safety Management Plan that incorporates AS/NZS 4801:2001, Cm3 Prequalification. Site specific risk assessment is undertaken for all projects large or small, and specific mitigation plans are developed accordingly.



# WHY FIXED?



## Availability and responsiveness

We understand that trading downtime equals money lost. We work flexibly and efficiently to turn projects or repairs around as quickly as possible and without fuss. The building and commercial maintenance industries don't work on a 9 – 5 basis so neither do we. Fixed Clients have access to assistance at any time of the day or night as part of our commitment to outstanding responsiveness and customer service.



## Quality workmanship and skills

When working with Fixed, you are choosing a partner who will uphold your brand and reputation. We deliver only quality work that we are proud to put the Fixed name against. Fixed is 100% accountable for the work we perform and have developed processes and building strategies to deliver on this.



## Trusted tradespeople

Fixed employs its own tradespeople and uses only inducted, proven contractors. Where appropriate we will engage the services of specialists trades, services and consultants. Many of these relationships are long term which gives us complete control over the quality of workmanship, design, budget and project timelines. It also allows a collaborative approach to all projects and de-risks the entire process for our Clients by knowing they have the best team available on their project



## Safety First

Fixed is committed to the safety of our Clients, their guests and patrons, and to our own people. We have a comprehensive Workplace and Safety Management Plan that we are proud to say has been endorsed and certified by ISO 45001:2018, It also incorporates Cm3, Browz and Sodexo Prequalification. Site specific risk assessment is undertaken for all projects, large or small, and specific mitigation plans are developed accordingly.



# OUR CLIENTS

City Facilities Management

Goodstart Early Learning

Charter Hall

The GPT Group

JLL

Stockland

Accor Hotels

Wyndham Resorts





# GET IN CONTACT WITH US

## LOCATIONS

Fixed Group has office locations in Brisbane and Melbourne, and are licenced to carry out works across Queensland, New South Wales, Victoria, Tasmania and Western Australia. Please contact us for any interstate project enquiries.

## GENERAL ENQUIRIES

P: 0498 501 501  
E: [orders@fixed.com.au](mailto:orders@fixed.com.au)

Fixed Group Pty Ltd  
21/197 Murrarie Road  
Murrarie QLD 4172

Account enquiries:  
[accounts@fixed.com.au](mailto:accounts@fixed.com.au)

Order and tender enquiries:  
[estimates@fixed.com.au](mailto:estimates@fixed.com.au)

ABN: 31 153 874 438  
ACN: 153 874 438

## DIRECT CONTACTS

Ben Somerville  
Director  
Email: [ben@fixed.com.au](mailto:ben@fixed.com.au)  
M: 0404 501 501

Andrew Wuth  
Project Manager  
Email: [andrew@fixed.com.au](mailto:andrew@fixed.com.au)  
M: 0437 495 389

Michael Vidal  
Business Manager / Accountant  
Email: [michael@fixed.com.au](mailto:michael@fixed.com.au)  
M: 0457 127 185

