

# Company Profile



1871 - Great Chicago Fire

Industry Experts for 25+ years

Offering complete end-to-end solutions  
for all your Fire Protection requirements:

Maintenance  
Certification  
Design  
Installation

## Customer Testimony

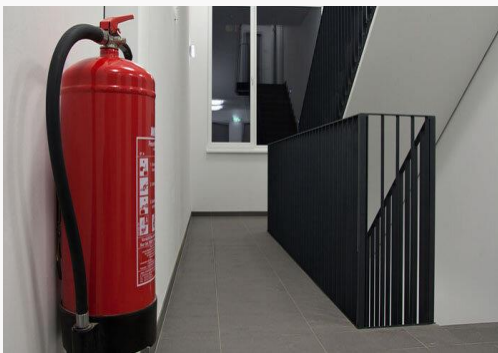
*"We appreciate the fact they are committed to ensuring we receive excellent customer service and that our Fire Services are maintained to a high level"*

*Darren Wild  
Lake Macquarie Council*

24 hours 7 days a week emergency service

T: 1300 88 59 52 | [extremefire.com.au](http://extremefire.com.au)

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# Message from the Director



**Jody Aldag**

*"I have devoted over 30 years to building a vast knowledge of fire safety systems, HOBAC, Ordinance 70, Building Code of Australia, the new National Construction Code and all applicable Australian Standards.*

*Learning never stops if you want to continue to deliver the best service!"*

Extreme Fire Solutions is the leading fire protection company with the most advanced digital solutions in the industry. We provide top-notch maintenance and services unrivalled by any other fire company.

Our cutting-edge technologies keep us ahead of the curve, and ensure we meet our commitment to customer satisfaction.

We always put our clients first.



**WE WORK  
CLOSELY WITH A  
~~WEIR~~RESPECTED  
TEAM.**

Extreme Fire Solutions have direct access to the wide resources and expertise of the NSW Fire & Rescue.

We can work closely with them on your behalf regarding any compliance issues or to reduce the number of false alarms.



# Our Vision

We are here to partner with our customers, deliver compliance and solutions in life safety, to grow our business sustainably, and promote positive social impact.

We will achieve this by providing innovative essential service solutions, and by nurturing a team of dedicated people within a strong organisation that has sustainable culture and governance.



**WE CONTINUE TO  
GROW AND BELIEVE  
ANYTHING IS POSSIBLE.**

# About Us

Unreasonably **Aspirational.**

Inspiringly **Different.**

Daringly **Unconventional.**

**WE LOOK  
OUTSIDE  
THE BOX.**



After 25 years, Extreme Fire Solutions still brings a refreshingly new experience to Fire Protection.

Driven by the desire to be in the hearts of all our clients, we think of what their needs are.

We think of business first, and technology next, to create sustainable business partnerships in life safety and fire compliance.

Early in our corporate journey, we foresaw a data transparency crisis growing in fire protection. So we began to innovate and change our client engagement model to provide greater visibility and accessibility to important fire safety data.

Offering this level of transparency and client support still raises many eyebrows yet has proven extremely successful, because we know that we exist to make both our clients and team successful, which only happens by building relationships first.

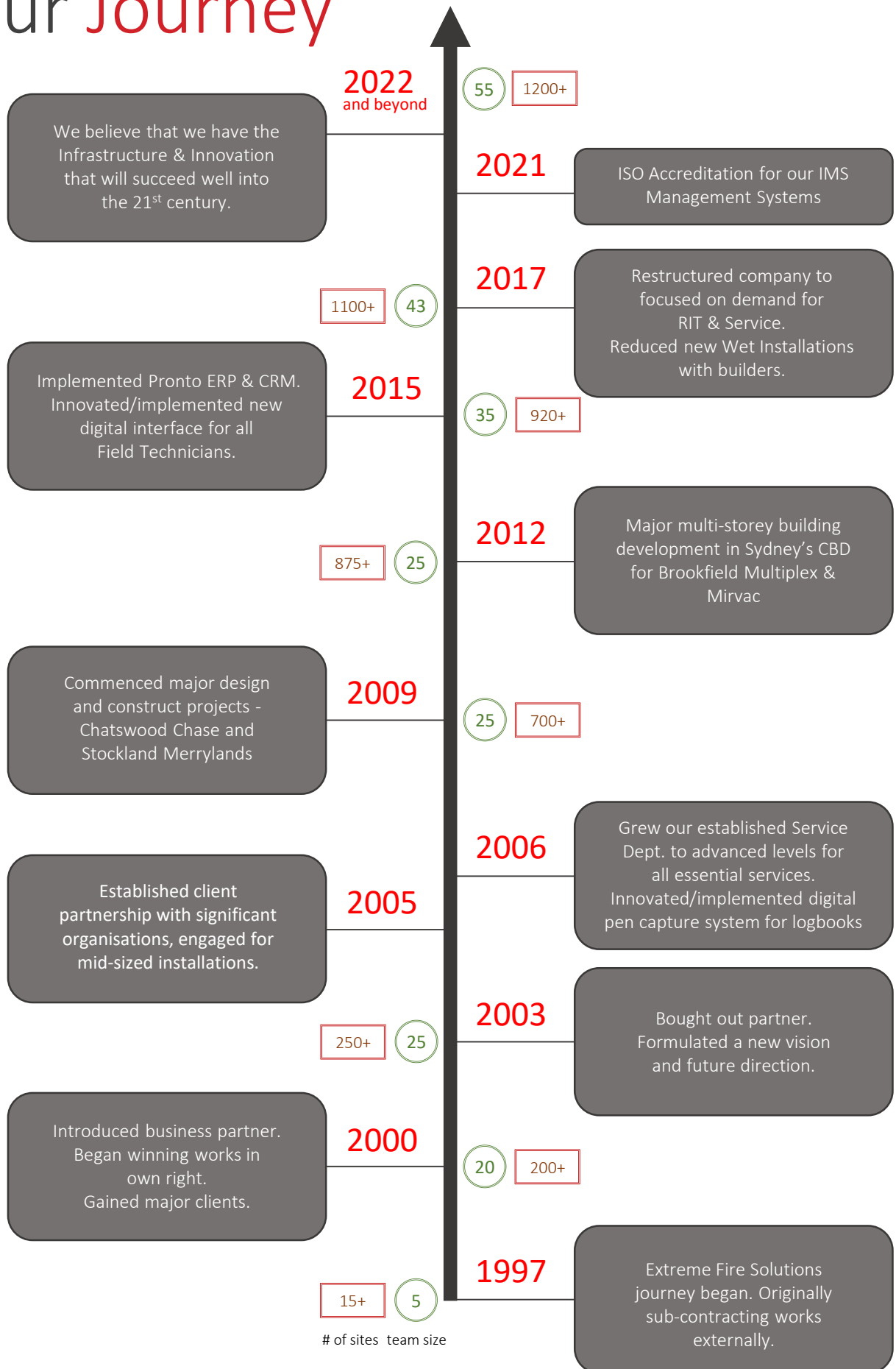
We invest in bringing our clients stability and help them to grow through a shared journey of success.

We now offer a complete set of end-to-end fire safety solutions to 400+ clients with more than 1200 individual sites, across all industry sectors, NSW wide.

We have forged sustainable relationships with key industry stakeholders, product specialists and major clients through our common focus to deliver Life Safety.

**Working with us is an experience by itself, because our heart is in what we do!**

# Our Journey





# Industry Position

## We exist to make our clients successful

Extreme Fire Solutions is one of the oldest and most reputable companies in the NSW fire protection industry and we are dedicated to providing quality fire protection services.

Our vision and passion have allowed us to lead the industry with innovative digital solutions that not only improve our service capacity and efficiency but radically enhance fire safety data transparency and accessibility for all our clients.

Combined with our highly qualified and accredited team of 55 in-house professionals, we are committed to supporting our clients with a level of personalised service rarely seen in this industry.

Our collaboration with our clients helps protect their employees, residents, and resources.

## Future-proofing through education

This industry is highly complex and constantly changing.

It's not enough to just know your facts, you have got to master them too!

That's why we strive for excellence with continual investment into our teams development with IManage Training.

A state-of-the-art live training facility that offers cutting edge courses for every fire safety measure using simulated live fire systems and 'deep-dives' on Legislative Codes & Standards.

Our team is always up-to date, no matter what comes along next.

We also help our clients make the most of their time and. Resources.

That's why IManage Training is designed with a focus on efficiency in mind - it'll have you managing your fire compliance like an expert!

 **IManage**



# Our Service

## Why we are different

No other fire contractor offers the level of service, support and transparency that we do and this sets us apart from all other providers. Why are we different?

### Support

Our clients receive excellent support from our entire team of full accredited, qualified professionals.

Every role from Client Managers, coordinators and field teams, work together to get tasks and works completed correctly and on-time.

### Always there – 24/7 Call Out

Both night and day, you can rest assured that if you need us in an emergency we are with you. Just call our 24 hour hotline available 24/7 365 days a year.

### Fast response

Our vehicle tracking allows us to respond quickly, that's why we are regarded as an industry leader in fast response time.

We also use digital testing, one test report for every fire asset, so test reports available on completion via your client portal.

### Transparency

The level of visibility we provide our clients is staggering. You can make better decisions, save time and money all from having your audit ready fire safety data at your fingertips.

### Trust

To be part of a complete solution for your fire protection, we appreciate the trust you place in us, so we will strive to ensure our service is always outstanding.





# Why Choose Us



Extreme Fire Solutions have been there for its clients for the past 25 years, and we have every intention of being there for you for the next 25.

Quality service never gets old!



#### **DATA TRANSPARENCY**

Our innovation lets you understand your fire systems better, by providing greater detail sooner.



#### **TRUSTED COMPANY**

Our constant support, communication and experience demonstrate that you can trust us to provide the solutions you need.



#### **FAST RESPONSE**

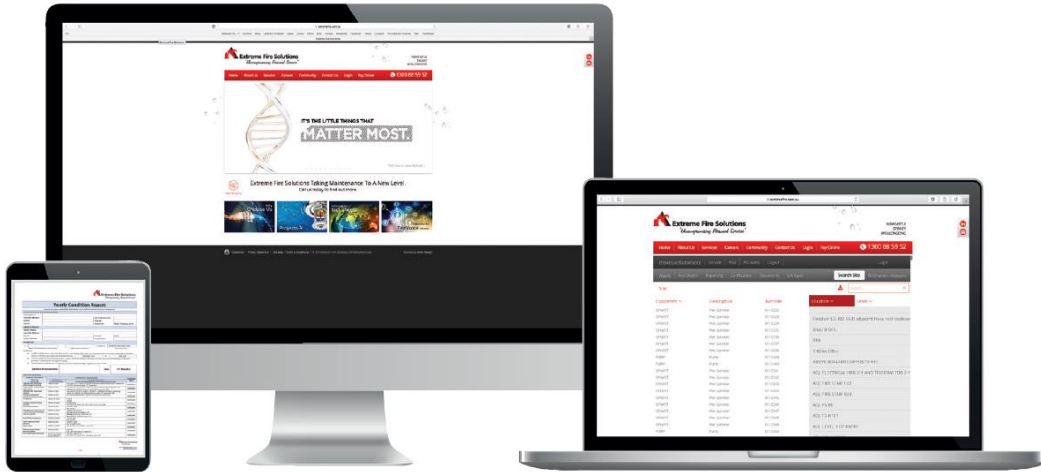
24/7 Callout response, 24-hour Hotline and innovative fleet tracking allow us to get there quicker when you need us.



#### **SUPPORT**

Fully accredited, qualified team of professionals with the right experience and know-how ready to help and guide you to the right outcomes.

# Our Solutions



## The Digital Solutions

Extreme Fire Solutions thinks of business first and technology next.

Delivering exceptional service means having the right people, tools, and solutions that are indispensable to your clients.

Our team of experts deliver effective management, scheduling, testing, servicing and reporting through a number of brilliant in-house developed digital solutions.

Unlike many competitors, these solutions are designed to talk to each other, to allow real-time updates across all divisions of field or administrative teams - meaning we can focus on your needs like never before.

Extreme Fire Solutions is the partner you can trust for complete peace of mind.

We offer outstanding digital solutions for

- Asset Management
- Scheduling & Online Booking
- Testing & Service Reporting
- Access to all fire safety data in one convenient online location

## A Client Portal like no other

Never before has there been such easy access to Audit Ready Fire Safety information.

Not only are we promoting the benefits of paperless reporting, we're placing the power of knowledge back in our clients' hands.

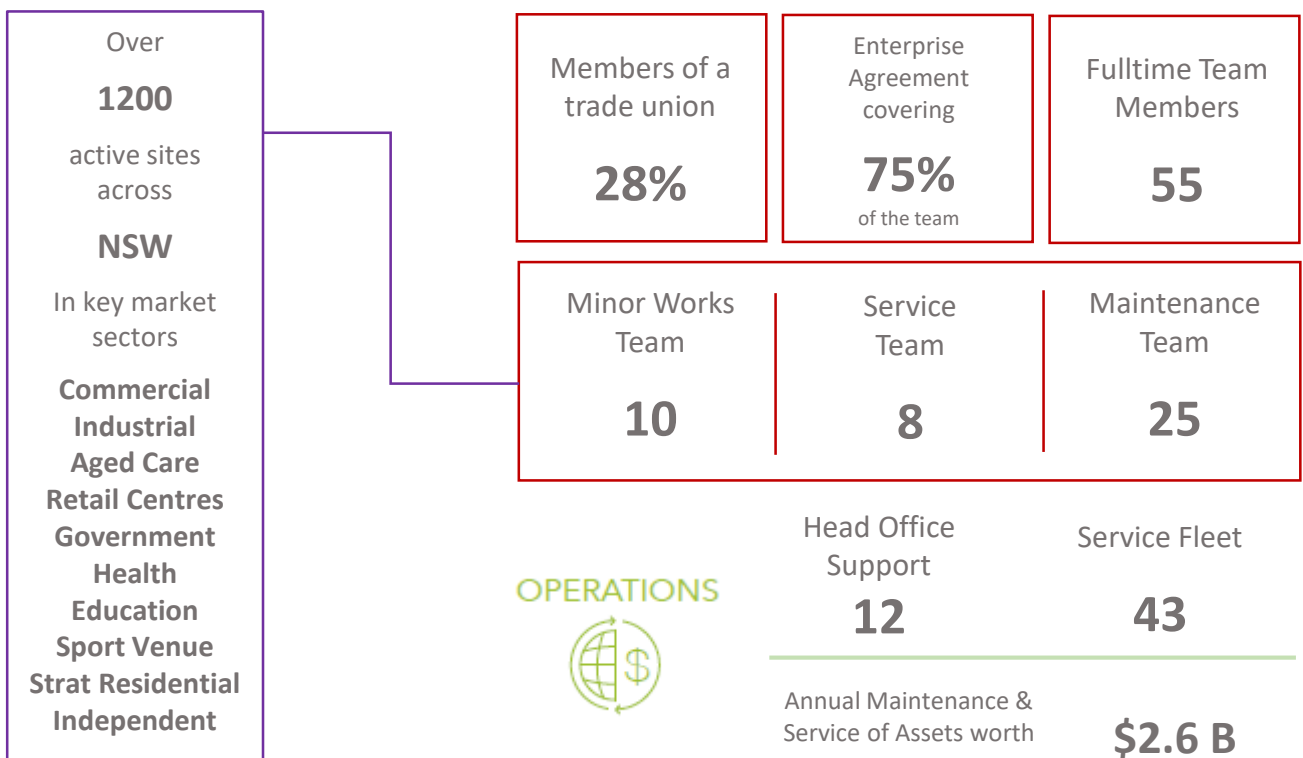
Experience so many excellent features like -

- Easy online access via our website
- Multiple Levels of secure client access
- Fully Digital Asset Register Management for each & every fire asset
- Test Reporting direct from Live Testing
- Defect Reporting & Management
- Asset Performance Analysis
- Service & Works Status & Reporting
- Key Documentation Management
- Certifications Records & Document Register
- Test Matrices & Major Testing Reports
- Lifecycle Management Guide
- Fully downloadable data

Extreme Fire Solutions is your fire protection service innovator and transformation specialist.

**Ask us how we could save you time & money.**

# Our Structure, Operations & Supply Chain



Trade Suppliers	<b>47</b>
Operations Suppliers	<b>12</b>
Procurement Suppliers	<b>Nil</b>
<p>IProtect Group sources products &amp; services from local distributors and does not source Products &amp; Services abroad.</p>	

IProtect Group has developed and distributed the following documents to its stakeholders in order to assess the policies has undertaken to support responsible sourcing

Modern Slavery Statement	Supplier Code of Conduct	Sustainable Procurement Statement	# of IPG team advised requirement
			<b>55</b>



# Our Team, Helps you Solve the Problem

There's a certain focus that great teams have to ensure they achieve their objectives. Extreme Fire Solutions has a team with that level of focus, capability and communication to consistently deliver.



**Howell Williams**

**Business Development  
Manager**



**Melanie Mather**

**Service & Maintenance  
Supervisor**



**Mitchell Kursawe**

**Major Works  
Manager**



**Shirona Thompson**

**Minor Works  
Co-ordinator**



**Dom Flint**

**Client Relations  
Manager**

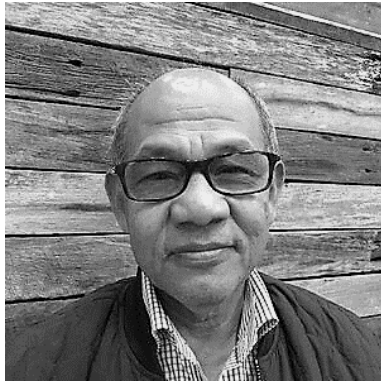


**Anthony Cotello**

**Client Relations  
Manager**

Extreme Fire Solutions proudly offers its clients a level of service and support rarely experienced in the fire industry.

Our experience and knowledge make Fire Safety Compliance easier.



**Soma Ros**

**Senior Estimator  
Major Works**



**Adam Wilcox**

**Estimating Manager**



**Loretta Humphries**

**Estimator**



**Mark Cranfield**

**Minor Works  
Co-ordinator**



**Paul Johnson**

**Service  
Co-ordinator**



**Joe Zeidan**

**IManage Training  
Specialist**

# Our Accreditations

Delivering Uncompromising Personal Service is our priority.

We support this goal through excellent processes, procedures and systems that allow us to monitor and measure our performance.

This focus on continuous improvement allows Extreme Fire Solutions to keep growing while always ensuring we are adding value for all our clients.



## Quality Management

Our organisation is committed to implementing and maintaining a quality management system that will improve our efficiency, productivity and ensures all our services continually meet our customers needs.



## Workplace Health & Safety

Our Workplace Health & Safety Policy helps protect employees, clients and others at our various workplaces from work-caused injury and ill health and to comply with all relevant safety legislation as per the requirements of AS/NZS ISO45001:2018.



## Environment Management

Our organisation is committed to undertaking all its activities in an environmentally responsible manner to effectively reduce the impact of its operations and environmental footprint.



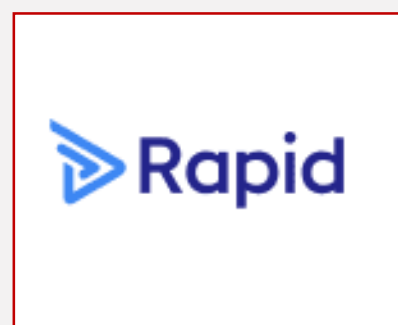
## FPAS Accreditation

Our staff hold Accreditation for Assessors (APFS) for all 36 essential measures. We work to ensure that your AFSS is correct and ready on time, so you can meet your compliance commitments.



## CM3 Accreditation

Our organisation ensures all our insurances, workplace health & safety requirements and risk management procedures meet CM3 prequalification in addition to our own ISO accreditation.



## Rapid Management

Our organisation is committed to maintaining our Corporate Social Responsibility, Sustainability & Risk Management for its own employees as well as our Sub-Contractors and Suppliers.



# Corporate Responsibility

Extreme Fire Solutions embrace a strong belief in the advantages of sustainability and seeks to contribute positively to society and the economy through ethical procurement and community participation while encouraging our suppliers and stakeholders to do the same.

## Partnering for Reconciliation

We support initiatives to help close the gap between Indigenous & other Australians and are committed to supporting Aboriginal and Torres Strait Islander Peoples through employment, education and economic participation. To further this, we have Partnered with The NSW Indigenous Chamber of Commerce (NSWICC), an Aboriginal Not for Profit Social Enterprise, with a view to achieve greater Indigenous Participation in our Workforce, through our business.



## Sustainable Procurement / Modern Slavery

We work to partner with suppliers, and other businesses, who share similar values and respect for safe, fair and sustainable working environments. We have introduced guidelines that set out the standards by which we will engage with suppliers. These standards align with obligations as set out in the Modern Slavery Act 2018.



## Giving back

We are committed to giving back to our community through notable charitable organisations that work hard to bring acceptance, support, purpose and happiness to those in need.



You might have or know a child who has experienced a serious illness/incident or for others it might be about ensuring there are support services and appropriate medical facilities available should there ever be a need in their family.



We support their aim to achieved ZERO DEATHS FROM BREAST CANCER, by partnering with the Australian community to champion world-class breast cancer research to create a better tomorrow for all those impacted. Together, we can work towards a future without fear of breast cancer.



Extreme Fire Solutions proudly supports Inala and the valuable work they do, through both an annual donation and support to charitable events that they organise. We encourage you to also support Inala to protect and nurture those in our community who require ongoing care.

# Our Relationships



# What Others Say



*"I would like to say that I'm very impressed with the new online booking system, our residents have found it very easy to navigate, and the booking confirmation email and text reminder is excellent, this booking system has been very successful in our building and has cut down our strata workload enormously. As always, the staff are very helpful, friendly and respond very quickly to any of our queries or requests."*

- LINDA, BUILDING MANAGER (from Owners Committee Member)



*"Before changing to Extreme Fire Solutions in early 2007, our fire system testing and service was very poor. I had no reliable contact within that organisation. Every time I called with a problem response was slow and unreliable.*

*Extreme Fire always respond very fast to our needs. I have very reliable contacts 24hrs a day in the company that listen to our problems and are always helpful. Most of all they keep in touch when issues arise. All issues are worked on until they are fully resolved and both parties are happy with the outcome.*

*I would have no hesitation in recommending Jody and his team at Extreme Fire to anyone wanting good quality service.*

*I look forward to having a long-lasting relationship with Extreme Fire and all of the team"*

- MARIO BORG, INALA



*"Extreme Fire Solutions installed our Fire System in our office at Padstow in early 2012. Since then they also carry out the required maintenance and repairs as required for the whole site. They have a great understanding of the fire defensive system and work involved. They have the work capacity and are confident in their knowledge and experiences.*

*They have carried out a careful examination and have provided us with a detailed report. We now know what corrective actions are required to ensure our manufacturing site has the appropriate protection systems and good monitoring control. I have really appreciated their quick response and great service to us"*

- CHARLIE CHAN, GERARD LIGHTING GROUP



## BEING JUST GOOD IS

**NOT ENOUGH!**

We take what we do seriously.

When you entrust us with the responsibility of installing and/or maintaining your Fire Services,

We will swing into action.

Being proactive is the best approach.

When others will be happy with the job they have completed, we are looking to do that little bit extra.



# Customer Obsessed



Partnership

*“Extreme Fire Solutions build relationships and strengthen partnerships to give the same success to our clients, by keeping everything at our client’s fingertips, now and into the future!”*

# Call to **Action**

Come and give us a call to learn what we can do for you and see the difference that we can make.

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24hr Hotline:

**1300 885 952**

Office Address:

Unit 4, 22 Hudson Avenue, Castle Hill NSW 2154

Postal Address:

PO Box 6271 Baulkham Hills, NSW, 2154



**WE  
BELIEVE IN  
OPEN  
COMMUNICATION.**

That is why we take the time to listen to you, working along side you every step of the way.

Your Client Manager is your one point of contact, there to help you with any enquiry.

We can even help you prepare your Annual Fire Safety Statement for Council.

This allows you more time to do the things you want to do.



[extremefire.com.au](http://extremefire.com.au)