



+

INTEGRITY

+

AGILITY

+

SUSTAINABILITY

+

EXCELLENCE

+

ACCOUNTABILITY

Hiflow 2025 Capability Presentation

OUR JOURNEY SO FAR...

2005

THE BEGINNING

In 2005 Hiflow Industries Pty Ltd was founded by Brett Saunders.

2010

GROWTH INTO NSW

In 2010 Hiflow branched into NSW & set up our presence in the state.

2012

GROWTH INTO VIC

In 2012 Hiflow further expanded into VIC & secured our VIC presence.

2015

GROWTH INTO WA

In Jul 2015 Hiflow continued to expand beyond the east coast into WA.

2012

ACQUISITION

In 2012 Hiflow acquired ACES.

2018

ACQUISITION

In April 2018 Hiflow acquired Parmac Air

2019

ACQUISITION

In April 2019 Hiflow acquired S&T Electro Air in regional VIC

2023

GROWTH & REBRAND

In June 2023 Hiflow rebranded to reflect our growth into the National Multi trade enterprise we are today.

HIFLOW INTEGRATED SERVICES GROUP PTY LTD

HIFLOW LOCATIONS



WA



SA



QLD



NSW



VIC



TAS



NZ



**YOUR LOCAL TEAM,
WITH NATIONAL SUPPORT**



HIFLOW

HVAC | ELECTRICAL | FIRE | HYGIENE

ORGANISATIONAL CHART



QLD/WA/NZ

 RYAN PEARTON Client Service Manager	 JORDAN FINLAYSON Client Service Manager	 TEAGAN CLELAND Admin Team Leader
 RYAN WATTON Client Service Manager	 COOPER PORTER Team Leader	 CHAE DUFFY Service Coordinator
 JADE WALLS Service Coordinator	 MARK NOLAN Team Leader	 SCOTT WOLSTENHOLME Project Manager
 GRANT HOBSON Project Manager	 TUIAVII JAHNKE Project Supervisor	 JORDAN BALE Team Leader
 DOMINIC JACK Team Leader	x 42 MAINTENANCE TECHNICIANS 	

VIC/SA/TAS

 SCOTT HUISMAN Client Services Manager	 JESSE HILL Client Services Manager	 HEATHER LAWRENCE Service Coordinator
 BRAD THOMPSON Team Leader	 JACK GIALAMATZIS Team Leader	 EMILY DENT Service Coordinator
 GREG FITZGERALD Team Leader Electrical	 JORDAN GIANNOPOULOS Project Manager	 AARON ADAMS Project Supervisor
 MARTIN STONE FIRE TEAM LEADER	x 40 MAINTENANCE TECHNICIANS 	

NSW/ACT

 JON SHIPLEY Client Services Manager	 PIPPA STEVENS Client Services Manager	 LAUREN DYER Service Coordinator
 TREVOR LAWRENCE Team Leader	 SCOTT MATTHEWS Team Leader	 KRISHAL KUMAR Team Leader
 KATIE LOVALL Project Admin	 KEN FULLGRABE NSW Projects	 CAMERON ANDREW Project Supervisor
x 30 MAINTENANCE TECHNICIANS 		

COMPANY PROFILE

Key Staff

BRETT SAUNDERS



CHIEF EXECUTIVE OFFICER

- Founder of Hiflow
- 20 Years managerial experience across HVAC, refrigeration and multi services businesses.
- Facilities management experience in large portfolios.
- Multiple industry and business qualifications.
- Named "Top CEO of the Year" 2017 by the International Association of Top Professionals
- Multi industry and business award winner.

CHARLES O'NEIL



HEAD OF INNOVATION AND PARTNERSHIPS

- Senior executive with 20+ years in leadership, specializing in growth, profit, and operations.
- Multi-trade expertise in Electrical & Mechanical disciplines.
- Experience across Government, Defence, Manufacturing, and B2B/B2C.
- Expert in budget management for \$1M-\$90M operations in compliance-driven markets.

GIDEON BOSMAN



CHIEF FINANCIAL OFFICER

- Qualified accountant and member of CPA Australia.
- 18 years finance and accountancy experience
- Experience in large corporate finance PWC
- 8 years experience as a Senior banking manager at NAB
- 6 years experience as a group CFO

BRETT EMERSON



CHIEF OPERATING OFFICER

- 20 years' leadership and operational expertise across multi-service industries
- Recognised for driving efficiency, growth, and smarter outcomes for clients
- Guides teams to deliver proactive solutions and sustained service excellence
- Combines strategic insight with hands-on experience to support evolving client needs.

MADDIE EGERTON



NATIONAL OFFICE MANAGER

- 8 years in service administration within national HVAC, fire, hygiene, and electrical services company.
- 4 years as Office Manager, improving service admin & efficiency
- Experienced in contract admin, accounts payable/receivable, & process optimisation.
- Proficient in SimPRO, Uptick, and Fulcrum for job management and reporting.

COMPANY PROFILE

Key Staff

KRYSTEN KERNKE



NATIONAL INVOICING MANAGER

- Over 10 years' experience in end-to-end invoicing and revenue operations across national accounts
- Expert in financial systems integration, compliance, and high-volume transaction environments
- Strong leadership in managing invoicing teams and maintaining client service standards
- Deep understanding of industry billing requirements within commercial HVAC and services sectors

MANNY DE BONO



NATIONAL SAFETY & COMPLIANCE MANAGER

- Diploma in OHS
- 28 years' experience as a Safety, Compliance and Risk Management professional
- Extensive experience across High-Risk Industries (e.g. Power Distribution, Transport and Logistics, Mechanical Services including Local Government)
- 3 years with Hiflow

MATTEAS GEWIN



NATIONAL HEAD ENGINEERING

- Experienced engineer in HVAC, mechanical design, fleet operation, and project management.
- Bachelor of Engineering (Mechanical and Aerospace) from the University of Queensland.
- Strong technical, team, and communication skills; professional and networker.
- Experience as a sole trader and subcontractor with positive client references.

TREVOR LUDFORD



NATIONAL FIRE MANAGER

- 20+ years in the fire industry, including technician roles and fire service management.
- Skilled in team building, client account management, and fostering partnerships.
- Holds multiple certifications: Asset Maintenance (Cert II & III), Open Cabling Licence, EWP/Boom Licence, and qualified mechanic.
- Various qualifications in CFA and UK firefighting, including Grade A from R.T.I.T.B.

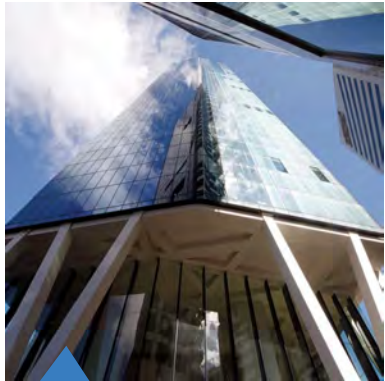
NINA ELWART



MARKETING MANAGER

- Brings 16+ years of experience in corporate marketing, branding, and strategic communications
- Oversees brand consistency across all client-facing and internal materials
- Manages key external partnerships to support ongoing marketing and communications efforts
- Drives the development of marketing initiatives that support business growth and client engagement

COMPANY PROFILE – Some Key Sites



CHARTER HALL MELBOURNE

Hiflow provides comprehensive maintenance for air conditioning, mechanical services, and essential services compliance across 44 industrial properties for Charter Hall throughout Melbourne.



SOUTHGATE SOUTHBANK MELBOURNE – CBRE /ESR

Southgate is a vibrant restaurant, shopping and entertainment destination located along the banks of the Yarra River. The centre's located directly opposite Flinders St Station at the gateway to Melbourne's arts precinct, the heart of Southbank.



69 ANN STREET & 275 GEORGE ST BRISBANE CHARTER HALL

Hiflow maintain the air conditioning and mechanical plant at Charter Hall's combined flagship buildings in Brisbane's CBD.

111 EAGLE STREET BRISBANE – GPT

Hiflow maintains GPT's flagship building in the heart of Brisbane's riverside precinct. This is a 6-star Trigeneration plant.



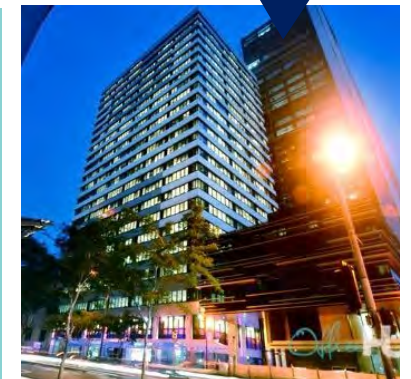
OPTUS MACQUARIE PARK SYDNEY - STOCKLAND

We maintain the 6 buildings for Optus Macquarie Park including chillers, Air Conditioning Plant & Mechanical Essential Services.



RIVERSIDE CENTRE BRISBANE GPT

Riverside Centre is a distinctive Iconic Seidler building featuring a glass-walled lobby and a spacious plaza. Hiflow maintains both the base building and tenant mechanical services.



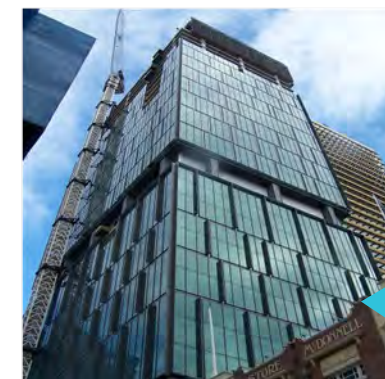
THE UNIVERSITY OF SYDNEY

Hiflow maintains a portion of the HVAC Maintenance Services contracts with the university of Sydney, we have fulltime static site technicians based on site conducting maintenance, compliance and repair services.



628 BOURKE ST MELBOURNE - KF

Hiflow completes the preventative maintenance onsite of all mechanical and HVAC plant for this 4.5-star NABERS energy rated building. Hiflow has also implemented energy efficient programs on major plant to enhance the building's energy footprint.



400 GEORGE STREET BRISBANE - CROMWELL

Hiflow maintains all of the air conditioning and mechanical plant for Knight Frank's flagship building in Brisbane.

COMPANY PROFILE – Some Key Sites



DEFENCE VICTORIA MELBOURNE

Hiflow currently service and maintain a number of sites for Defence Victoria including RAAF Base East Sale, RAAF Williams Laverton Base, RAAF Williams Point Cook Base, Simpson Army Barracks and Puckapunyal Army Barracks.



NSW SCHOOLS CUSHMAN WAKEFIELD

Hiflow delivers HVAC maintenance services for Sydney University across campuses with over 500 buildings, ensuring exceptional service in HVAC, refrigeration maintenance, and minor projects.



BORAL FACILITIES 72 SITES - VICTORIA

Hiflow provide integrated services for air conditioning, refrigeration, fire and electrical to 72 Boral sites throughout Victoria. This includes all compliance, maintenance, repairs and engineering solutions.

7/11 NATIONAL CONTRACT 750 Sites

Hiflow provide integrated services solutions to 7/11 across Australia. This includes installing synchro mesh monitoring to the site's assets. This improves call out response time and losses associated product spoilage.



ENERGY AUSTRALIA LATROBE VALLEY VIC

Australia's second largest open cut mine is adjacent to the Yallourn power station and annually mines around 18 million tonnes of high moisture brown coal. The mine has ample reserves to meet the projected needs of the power station until 2032.



QLD HEALTH SCIENTIFIC SERVICES - QLD

Hiflow maintains this unique site with over 10,000 sq/m of conditioned space. Looking after highly critical PC3 & PC4 laboratories, bone labs, negative pressure control rooms and long term conditioned controlled areas.



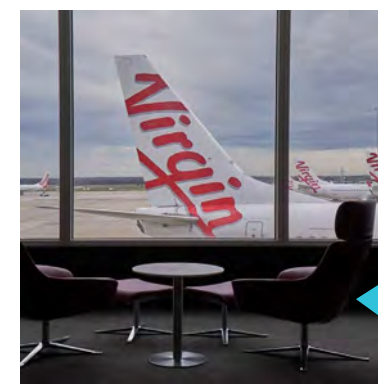
MCDONALDS JONES STADIUM – VENUES NSW

Hiflow has partnered with Venues NSW to look after the mechanical services at McDonald Jones Stadium (Hunter Stadium)



167 EAGLE ST & 145 EAGLE STREET – BPQ

Hiflow provides maintenance for air conditioning, mechanical services, and chillers across BPQ-owned properties, along with delivering HVAC building upgrades.



VIRGIN LOUNGES – AUSTRALIA

Hiflow maintains Virgin lounges across Australia for BGIS, holding all required qualifications and accreditations to operate within high-security environments, including airports. This ensures compliance while maintaining comfort for lounge guests..

ONGOING DELIVERY

24 / 7

Service

1 hour response time to all call-outs in major cities across Australia and **30 minutes** in CBD areas.

When you call us you will always have a **person** answering the phone not an answering machine.





HVAC&R SERVICING & PROACTIVE MAINTENANCE

Comprehensive Proactive and Reactive services for all HVAC&R equipment, maintained and installed including specialised systems. Your air conditioning and refrigeration specialists.

We proudly deliver the very best service excellence to our clients across Australia.

Proactive maintenance is our business. Our service response times are first class because we understand that an asset breakdown is a major disruption to your business.

Fast and efficient service is fundamental to our business culture which in turn, instils confidence in our clients.

ELECTRICAL SERVICES

We offer a wide range of services **24/7** to all our clients

- Commercial Building Contracted maintenance
- HVAC mechanical electrical installs and repairs
- Commercial Lighting Audits, Rebate proposals and installs
- Building energy audits
- Switch board and mechanical switch board safety audits
- Design and construct new Mechanical switch boards
- Mechanical switch board upgrades
- General light and power install and repairs
- Thermal imaging.





FIRE SERVICES

Our team of professional and trade qualified staff can maintain any aspect of your fire protection system in compliance with the Australian Standards AS1851-2012

Our services include testing, servicing and reporting on the following services:

- Wet Pipe Sprinkler Systems
- Dry Pipe Sprinkler Systems
- Fire Extinguishers
- Hydrants and Hose reels
- Fire Detection systems
- Emergency Warning Systems
- Mechanical Interfacing.
- Gas Suppression
- Fire Doors
- Passive Fire Treatments
- Emergency Lighting
- Fire projects and minor works
- Essential Fire Safety Measures
- AFSS support and lodgement

HIFLOW'S EXPERTISE IN COMPREHENSIVE FIRE SERVICES MAINTENANCE

INDOOR AIR QUALITY & HYGIENE

HYGIENE SERVICES

Never before has Hygiene, Air Quality, Health, Energy Efficiency and Cost Savings been more relevant to a business than in today's landscape.

Dirty coils, ducts and vents can have a **huge impact** on the health of your staff and clients, and the efficiency and bottom line \$\$ of your business and your HVAC equipment performance and lifespan:



**HEALTH, HYGIENE
& OCCUPANT
COMFORT**



**IMPROVED
AIRFLOW**



**IMPROVED ENERGY
EFFECENCY RESULTING
IN COST SAVINGS**
(AVERAGE 22.6% IMPROVED EFFICIENCY)



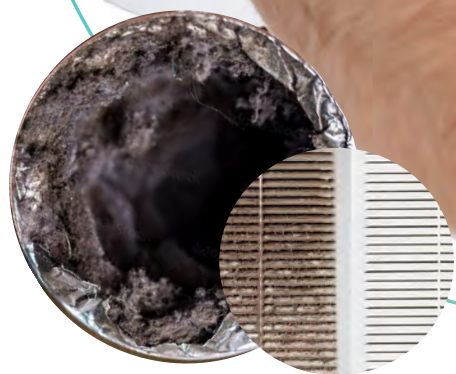
**IMPROVED
TEMPERATURE
CONTROL**



**INDOOR AIR
QUALITY IMPROVED
BY 98%**



**REDUCED RISK OF
WATER DAMAGE**



ONGOING DELIVERY

Hiflow prides itself on staying at the forefront of innovation and technology and is proactive in sharing it's expertise in ...

1

ASSET MANAGEMENT & COMPLIANCE

Online Asset Management Reporting System, for easy access to all data at all times. We also provide integration to client portals, dashboards and managed system. This is implemented with API integration, power BI reporting and other open protocol communication pathways. Our IT engineers assist with this integrations and security for all maintenance and compliance items. Compliance is crucial, we make it easily accessible with our online access to your certifications.

2

SERVICE DELIVERY EFFICIENCIES

1 hour response time and 30 minutes response time for CBD sites. Hiflow has a resource pool model for quick lead times along the east coast of Australia.

3

IMPROVED CUSTOMER EXPERIENCE

We are an extension of our clients team, we will go above and beyond to represent your company and values to ensure we are the one team. We will also help upskill and provide ongoing training for our clients on legislation changes, best practice, new technologies and innovations.

ONGOING DELIVERY

FUTURE FOCUS FOR OUR CLIENTS

Staying ahead of the rest, protecting our client's assets and their business operations.

Hiflow's Commitment for a Successful Partnership

- We are an extension of our client's team, understanding your value's delivering as one team.
- Strong company stability with a great reputation for delivery, aligning with your market position.
- Work with your team, listening and collaborating as a team for constant improvement.
- Future proofing our clients for future pandemics with products, team training and risk mitigation solutions.
- Improving consistency of operations and building performance through presenting new leading market advancements.

Client Financial Focus:

- Budget workings. Hiflow actively works with our clients to review and prioritise budgets and expenses.
- Our overheads are lower than our competitors, due to our internal automation of job raising, invoice receipting and data input. This has reduced the number of staff required to manage and deliver the high volume of jobs received. Our dashboards and performance monitoring is a key strength for our competitiveness.
- Opening and transparently working with our client's budgets and proactively providing solutions.
- Cost competitiveness due to our national procurement process and partnerships, this provides greater cost savings for our clients.



BEST PRACTICE - Certificates



REPORTING

MANAGEMENT

Intranet - Technicians have live access to Hiflow's intranet via smart devices, which are escalated to their direct manager. All pre starts are live prior to commencing a single job. All permits are identified at this stage to ensure compliance and safety is achieved.

MAINTENANCE REPORTS & COMPLIANCE

Our sophisticated service management platform combined with our third-party customised IT solutions, provides greater data and visibility. Providing real time live data and KPI dashboards for delivery and accuracy for compliance.

SAFETY PLATFORM

Hiflow is ISO certified in conjunction with ASSA.

ANALYTICS

Service offering

Successfully Integrated a combined service offering including HVAC BMS and analytics to 7 Westfield shopping centres throughout NSW.

Successfully delivered analytics to Flight Centre's National head office.

Built a wireless EFDS to solve a solution for our client **7/11**. This platform monitors freezer and refrigeration temperatures in real time sending early fault detection, saving thousands on product spoilage.

Hiflow has also worked with multiple other BMS and analytics companies throughout our diverse commercial portfolio to find the best solution for your needs.



• Value Add

Intelligent engineering and energy efficient designs

CASE STUDY 1

Hiflow Industries have been an integral part of a team which successfully transitioned 400 George Street, a premium grade 43,000m² commercial office tower, from a designed **5 Green Star building**, to **6 Green Star** over the course of a three year period. This achievement has been attained through innovative maintenance and close collaboration with the site controls team. Whilst UVC technology has been added on some of the buildings AHU's, **the virtually unprecedented achievement was attained with almost no capital expenditure.**

CASE STUDY 2

Riverside Centre 123 Eagle Street Brisbane – Hiflow was a finalist at the AIRAH awards for **best HVAC retro fit or upgrade award** and **featured** in the AIRAH Pre-Loved Buildings forum in Sydney. This was due to **an innovative and energy efficient building design** that provided significant cost savings and increase in performance for our client GPT. Additional Case Study and slide show from AIRAH is available for review.



Value Add

1

ASSET MANAGEMENT – Hiflow Industries Pty Ltd has invested in the future by providing our clients with the most sophisticated online job management system – HITRAC. When we win a maintenance contract we can build an online asset register for that particular site on HITRAC. All assets can then be viewed by clients online.

2

SERVICE DELIVERY EFFICIENCIES – Hiflow has a streamlined job management and call logging process which improves service delivery, communication and our response time. Hiflow guarantees a 1 hour response time to all call outs in major cities across Australia. Hiflow have 150 plus high quality team members which ensures that we have resources available to service our clients instantly and keep your tenants happy by minimising downtime.

3

IMPROVING NABERS RATINGS – Hiflow's innovative and bespoke service offerings and project solutions have been continuing to improve the NABERS ratings for our clients. Hiflow is the partner of choice to assist our clients and improve their current NABERS ratings as we have with numerous other clients across Australia.

4

IMPROVED CUSTOMER EXPERIENCE – Hiflow is invested in ensuring our clients receive a first class customer experience. This includes multiple elements to ensure that the overall experience is world class. This starts with basic reliability, great communication and a professional presentation at all times. Hiflow also provides free ongoing training and education, ensuring our clients are informed on the latest technology developments, best practice, legislation changes and innovations. This will ensure you are at the forefront and leading the way in the industrial and office space. Hiflow's online reporting also provides easy access to receive your reports, quotes, asset information and job status, providing transparency with live and accurate information.

5

COST REDUCTION – Hiflow would offer a further sliding discount structure on the successful appointment of a portfolio, increasing further discounts on multiple portfolio appointments. This is a result of pooled resourcing and dedicated portfolio management.





HIFLOW'S CORE VALUES



INTEGRITY

Maintain honesty, transparency, and strong moral principles in all actions.



AGILITY

Our commitment to be agile enables us to anticipate changes and deliver innovative solutions.



SUSTAINABILITY

Responsible solutions, align our growth to benefit our planet and community.



EXCELLENCE

Our culture of continuous learning and innovation, delivering today and shaping our future.



ACCOUNTABILITY

We take ownership of our actions, delivering on our promise & fostering a culture where responsibility is embraced.



THANK YOU



+

INTEGRITY

+

AGILITY

+

SUSTAINABILITY

+

EXCELLENCE

+

ACCOUNTABILITY

We welcome the opportunity to discuss our services in greater detail and how we can add value to your business.