



Pattersons specialises in all commercial and complex projects. The Pattersons team consists of highly qualified estimators, project managers, file managers, contracts administrators and other experts in their field, including an in-house draftsman and legal counsel.

By managing commercial and complex projects separately, we are able ensure that the key aspects of each project are managed accordingly by the most qualified people, giving customers peace of mind that their property is good hands.



Appointed Senior Estimator



Site Attendance with Estimator supported by Specialist Reports



Quotation with line by line breakdown



Site and OHS Management throughout the build works



Subcontractor management supported by Rapid Global



Full Documentation on progress invoicing



Dedicated Commbuild Team



Dedicated Project Manager appointed supported by Contracts Administrator



Project Program Gantt chart



Final Invoicing inclusive of Handover documentation

## 24/7 Make-safe

When an event occurs, Pattersons over the last 20 years have built a dedicated Emergency team that can deliver a critical response for our specific clients.

We have ensured over several years that our preferred Emergency Contractors are trained and experienced in delivering works in hazardous conditions. This is delivered by our Project Management System utilising our highly skilled Estimators/Supervisors and Managed by our State Managers and Construction Team.

### Emergency Event KPIs:

- Contact customer within two hours, triage make safe and allocate trades 24/7.
- Emergency make safe organised immediately and trades booked.
- B2B lodgement in geographic order capturing date and time.
- Estimator runs booked at time of lodgement ensuring stringent KPIs are delivered.
- Submission of reports and quotes monitored by head office and submitted within KPIs.
- Contact with the customer once we are authorised by the insurer and trades allocated.
- Repair life is internally monitored.
- Sign off from customer when works are completed, and final invoice submitted.

