



Andes

Management Services

IN STRATEGIC PARTNERSHIP WITH



DRY AIR SERVICES

Drying Systems Australia · Est.
2017

BUSINESS CAPABILITY STATEMENT

Rapid Restoration for Insurers & Commercial Clients



ACCREDITED



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Navigate our combined capability statement to discover how Andes and Dry Air Services deliver safe, fast and accountable restoration outcomes — at any scale.

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Restore. Remediate. Recover

ANDES MANAGEMENT SERVICES

Restoration. Remediation. Recovery.

Established in 2010, Andes Management Services is an Australian restoration, remediation and recovery partner supporting insurers, commercial clients and government stakeholders across NSW, Victoria, Queensland and the ACT.

The company delivers rapid, professionally managed services across water damage, fire and smoke restoration, mould remediation, specialist cleaning, make-safe works and disaster recovery. Through fast mobilisation, transparent communication, evidence-based reporting and controlled project delivery, Andes helps insurers, loss adjusters, brokers, strata managers, property managers and policyholders reduce downtime, protect assets and move claims forward with confidence.

From first attendance through stabilisation, remediation and repair readiness, our team is structured to deliver safe outcomes, clear documentation and dependable service.



Mission

To restore safely, respond rapidly and minimise disruption through accountable, evidence-based recovery.



Vision

To be recognised as a trusted restoration partner known for responsiveness, transparency and quality outcomes.



Core Values

Safety | Integrity | Accountability | Quality | Care



Strengthened by Partnership

Backed by Dry Air Services' specialist drying and climate-control fleet.



Capability Snapshot

Multi-state service coverage — NSW, QLD, VIC & ACT |
24/7/365 emergency response |
Evidence-based, claim-ready reporting |
Controlled, supervised delivery |
Client-focused communication |
IICRC-certified restoration teams |
ISO 9001 · ISO 14001 · ISO 45001 accredited |
Industrial drying power via Dry Air Services



A STRATEGIC PARTNERSHIP

Two specialists. One accountable partner for every restoration claim.



×



DRY AIR SERVICES
Drying Systems Australia

Andes Management Services and Dry Air Services have formed a strategic partnership to deliver a seamless restoration solution that combines expert project management with specialist drying and climate-control capabilities. Together, we provide insurers, loss adjusters and commercial clients with a single, accountable team capable of managing projects ranging from residential make-safe works to complex commercial and industrial losses.

Supported by one point of contact and a live claims reporting platform, we deliver consistent, transparent and efficient project outcomes across New South Wales, Queensland and Victoria.

2010

Andes established
restoration & recovery

2017

Dry Air Services founded
in Sydney

+25

Years' climate-control
specialisation

★4.5

Verified customer +500
reviews

3

States covered — NSW
QLD & ACT

ANDES BRINGS



Insurer-ready reporting,
scoping & claim
management



Supervised field teams &
area managers



Live claims portal &
stakeholder visibility



Sydney & Brisbane
warehouses, 600+
machines

DRY AIR BRINGS



Industrial desiccant &
refrigerant drying fleet



240V portable to 415V
trailer-mounted systems



Engineered drying design,
install & service



Trusted on Australia's
landmark sites



Combined fleet, staged & ready

THE INTEGRATION ADVANTAGE

Restoration management and drying science — engineered as one service, delivered by one accountable team.



INDUSTRY DELIVERY GAPS

- Separate make-safe, drying and repair providers with no single point of accountability.
- Drying equipment selected without project-specific engineering assessment or specialist expertise.
- Project updates dispersed across emails, phone calls and voicemail messages
- Call-backs and re-opened claims when hidden moisture resurfaces

THE ANDES × DRY AIR WAY

- ✓ One claim manager and one live portal, from first call to handover
- ✓ Desiccant drying engineered for each structure and material
- ✓ Twice-daily sensor logs and formal drying certificates
- ✓ Dry-in-place outcomes that shrink scopes, timelines and cost



The result: faster dry-downs, smaller reinstatement scopes and verified outcomes — with a single accountable partner carrying the claim end to end.

LARGE LOSS & MAJOR CLAIMS

No claim too small. No loss too large.

Major commercial and industrial losses demand more than equipment — they demand certainty. The Andes × Dry Air Services partnership gives insurers and loss adjusters a single accountable partner with the management systems, people and industrial drying power to stabilise, document and recover complex sites at speed.



CAT event & surge response

Rapid multi-crew mobilisation from Sydney and Brisbane warehouses, scaled to storm, flood and fire events.



Industrial-scale structural drying

Commercial desiccant dehumidification from 240V portable units to 415V three-phase trailer-mounted systems.



Multi-site & strata programs

Coordinated delivery across shopping centres, schools, hospitals, offices, warehouses and high-rise assets.



Climate & corrosion control

Temporary humidity, temperature and dew-point control protecting plant, stock and sensitive contents.



Single-point accountability

One claim manager, one live portal, one evidence trail — from first attendance to reinstatement readiness.

**150+**

Concurrent insurance
claims capacity

600+

Restoration machines
staged & ready

415V

three-phase industrial
drying systems

24/7

365-day emergency
response

Any claim. Any size. NSW · QLD · VIC.



CUSTOMER EXPERIENCE

Andes combines restoration delivery with a dedicated claim manager and a live claims workspace, so customers, insurers and project stakeholders track progress, access reports and move each claim forward with confidence.



Dedicated Claim Manager

A single point of contact keeps the insured informed, coordinates stakeholders and drives the claim from make-safe to close-out.



Live monday.com Claim Board

Secure claim workspace where dates, milestones, responsibilities and approvals are visible in real time.



Reports, Photos & Moisture Logs

Customers and insurers access site photos, moisture readings, reports, scopes and updates in one place.



One-Platform Communication

Insureds, insurers, brokers, adjusters, assessors, technicians and builders stay aligned through one workflow.



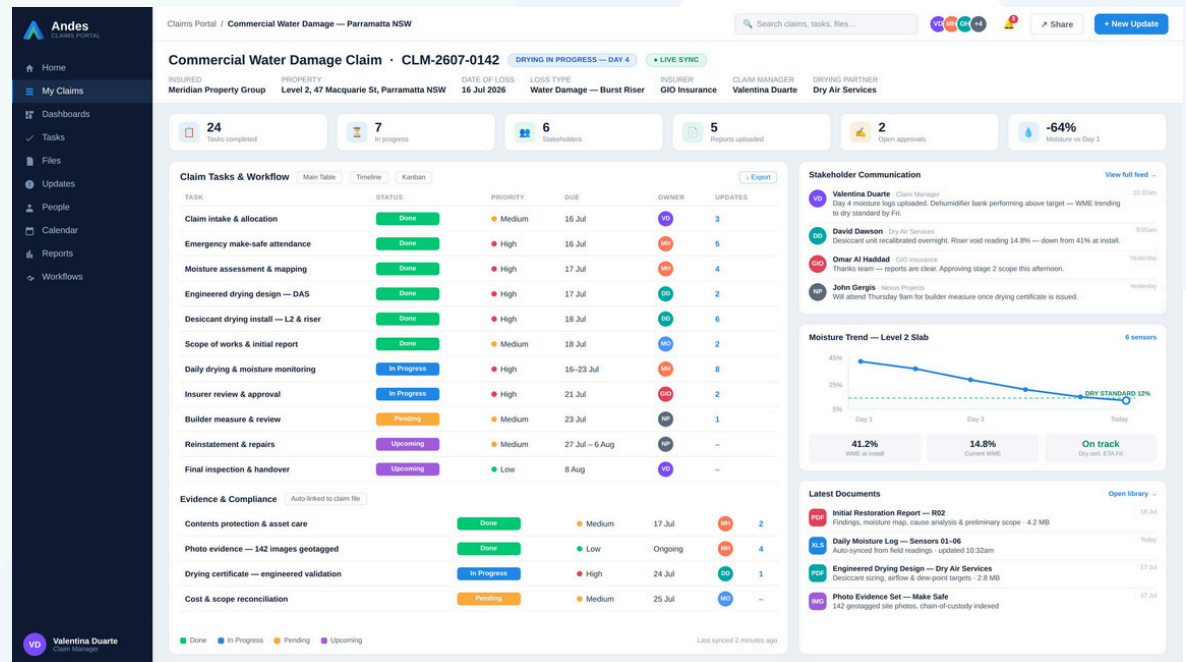
Technician Supervision & Scheduling

Field attendance, drying checks, remediation activities and reinstatement coordination are monitored and documented.



Insurer & Insured Satisfaction

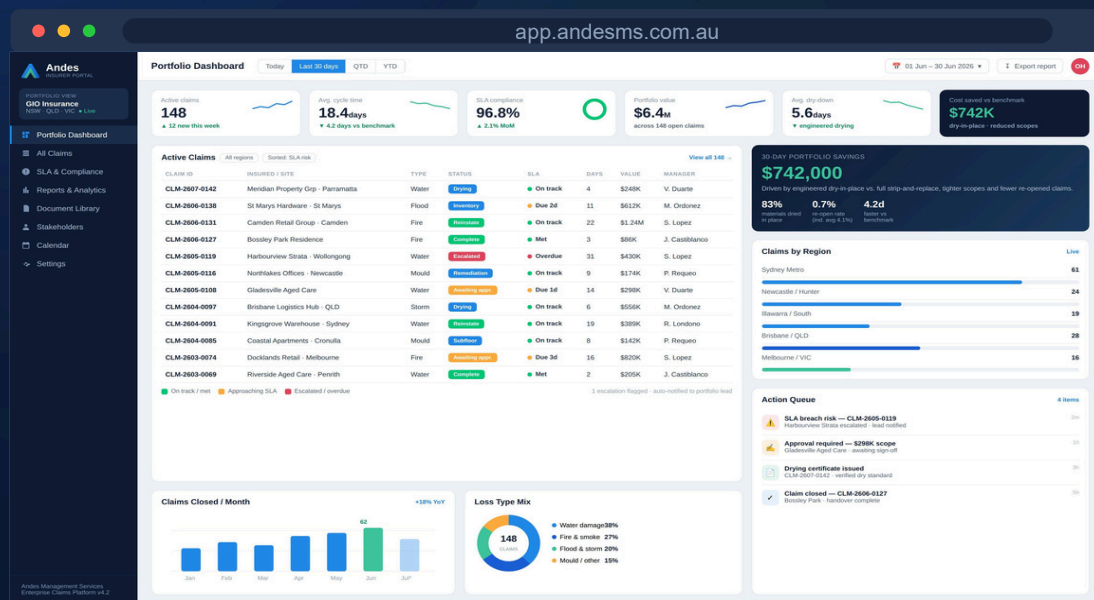
Frequent updates, transparent evidence and controlled delivery reduce stress and support faster, better-informed decisions.



Live Claims Portal Real-time claim visibility, reporting and stakeholder coordination

THE ANDES LIVE PLATFORM

One secure platform, two connected views — the portfolio dashboard insurers rely on, and the live claim board that runs every job.



INSURER PORTFOLIO DASHBOARD

Live SLA, cost & portfolio analytics — for insurers & loss adjusters



One secure login

Insured, insurer, adjuster, builder & technician — aligned in one place.



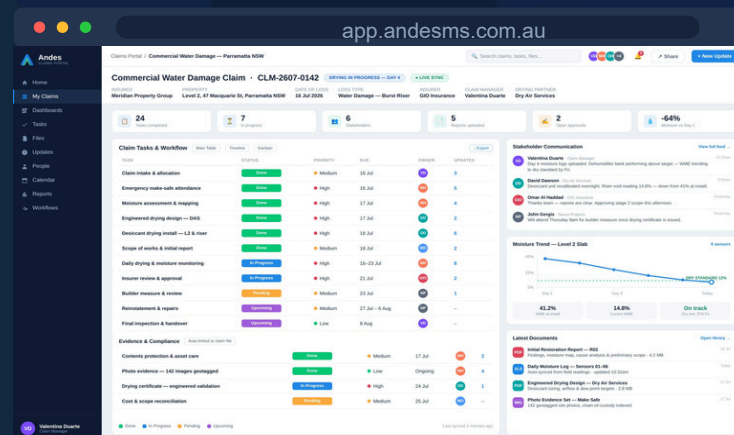
Any device, anywhere

Web-based access across desktop, tablet and mobile, 24/7.



Insurer-ready exports

One-click reports, evidence packs and audit trails on demand.



LIVE CLAIM BOARD

Live delivery board — per claim



SLA-tracked, every claim

Automated flags before a deadline is ever missed.



Evidence-based decisions

Reports, photos and moisture data in one trail.

RESTORATION REPORTING & SCOPE CLARITY

Claim-ready reporting designed to reduce uncertainty, support approvals and help insurers, adjusters and property stakeholders make faster, better-informed decisions.

01

Inspect

Rapid site attendance and technical assessment.



02

Document

Photographs, site notes, moisture data and room measurements.



03

Analyse

Cause review, damage interpretation and risk identification.



04

Report

Clear findings, make-safe summary and claim-ready reporting.



05

Scope

Preliminary reinstatement scope aligned to evidence and repair needs.



06

Resolve

Supports approvals, coordination and confident next actions.

EVERY REPORT DELIVERS

- ✓ Executive summary & incident overview
- ✓ Technical findings & moisture readings
- ✓ Cause of incident analysis
- ✓ Photographic evidence
- ✓ Floor plan & optional 3D plan
- ✓ Make-safe works completed
- ✓ Preliminary scope of works



THE PEOPLE BEHIND THE RESPONSE

Experienced leadership for insurer-focused, evidence-based restoration delivery — now joined by Australia's leading climate-control specialist.



Matthew Jounizadeh

Director — Andes Management Services

Fifteen years of insurance industry experience across large commercial programs and insurance-focused delivery, managing projects from small residential losses to works valued at up to \$2 million.

Matthew leads claim coordination, stakeholder communication and outcome-focused delivery.

✉ matthew@andesms.com.au

☎ 0401 190 946



Jose Requejo

Director — Andes Management Services

Eighteen years of restoration experience across insurance builders and restoration businesses.

Jose's strength is practical delivery: site coordination and sequencing that keeps make-safe, remediation and reinstatement controlled, documented and efficient.

✉ jose@andesms.com.au

☎ 0435 858 636



David Dawson

Managing Director — Dry Air Services

Over 25 years of experience in temporary and permanently installed climate control, specialising in commercial and industrial desiccant dehumidification.

David leads engineered drying design across Australia's most demanding sites, providing insurers with technically sound strategies, measurable drying outcomes and clear accountability.



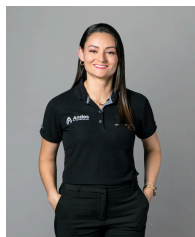
Alex Dawson

Industrial & commercial Manager — Dry Air Services

Leads the design, deployment and monitoring of specialised drying and climate-control systems for complex commercial and industrial losses, providing insurers and stakeholders with technically informed solutions, transparent progress reporting and reliable moisture-control outcomes throughout the restoration process.

OPERATIONAL DELIVERY TEAM

A practical field delivery structure for insurers, loss adjusters and builders: clear job allocation, supervised technicians, claim-ready reporting and accountable communication from attendance through to handover.



Xiomara Lizarrazo

Finance and Administration Manager.

Manages financial controls, accounts and administrative processes to ensure accurate documentation, transparent cost reporting and timely claim support for insurers.

✉ Xiomara@andesms.com.au



Felipe Rodriguez

Business Operations Manager.

Leads resource allocation, daily operations and field delivery so each claim is attended, supervised and progressed with clear accountability.

✉ felipe@andesms.com.au

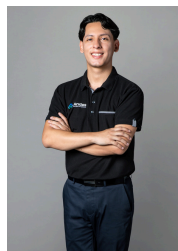


Valeria Henao

Marketing and Business Development

Leads marketing and communications for Andes ensuring timely reports, updates and compliance while managing relationships with clients and insurance stakeholders

✉ Valeria@andesms.com.au



Miguel Ordonez

Contract Administrator

The Contract Administrator supports the coordination and administration of contracts for Commercial Cleaning Services. The role ensures projects are delivered according to approved scopes, budgets, timeframes, and contractual requirements.

✉ miguel@andesms.com.au



Juan Castiblanco

Contract Administrator

The Contract Administrator supports the coordination and administration of contracts for Disaster Restoration Services. The role ensures projects are delivered according to approved scopes, budgets, timeframes, and contractual requirements.

✉ Juan.castiblanco@andesms.com.au



Wilson Ariza

Operations Coordinator QLD

Leads daily operations in QLD, with extensive experience in restoration. Wilson manages compliance, quality assurance and transparency.

✉ Wilson@andesms.com.au

 Clear job allocation

 Site supervision

 Quality-checked handover

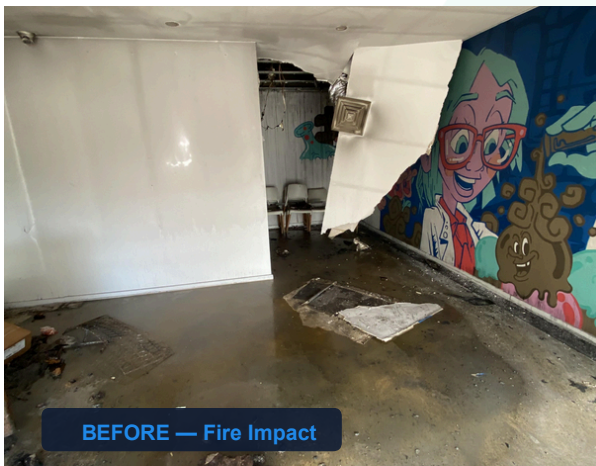
 Report & estimate control

 Claim-ready updates

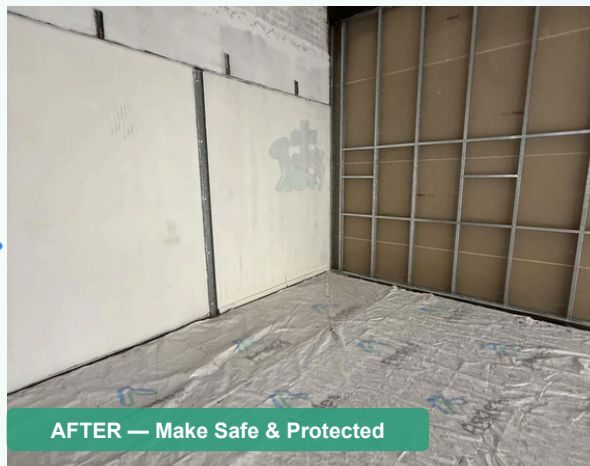


CASE STUDY | COMMERCIAL FIRE RECOVERY

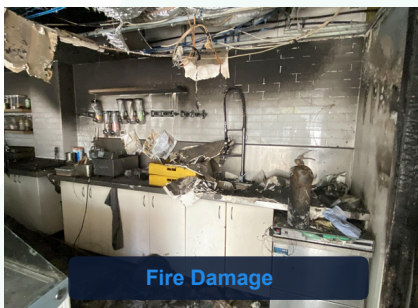
Coordinated make-safe, transparent communication and tightly managed restoration delivery.



BEFORE — Fire Impact



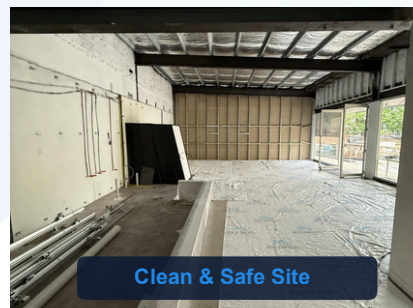
AFTER — Make Safe & Protected



Fire Damage



Site Protection & Asset Care



Clean & Safe Site

PROJECT FACTS

Site	Argyle St, Camden NSW
Andes Supervisor	Sergio Lopez
Program	Delivered in 30 days
Outcome	Shops reopened within 8 weeks

CHALLENGES

- Severe fire & smoke damage across premises
- Urgent site security & stabilisation
- Tight timeframe for business reopening

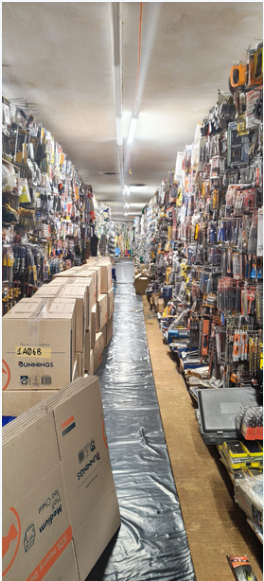
ANDES SOLUTION

- Immediate make-safe & site stabilisation.
- Systematic strip-out, cleaning & drying program.

Proactive communication · Live schedule control · 30-day delivery

CASE STUDY | ASSET MANAGEMENT & INVENTORY

Flood-response make safe, asset capture, insurer-ready inventory, secure storage, compliant asbestos removal and independent hygienist clearance for a live hardware store.



Restoration-Ready Handover in 14 days - Insurer-Ready Digital Inventory

PROJECT FACTS

Site	St Marys Hardware & Accessories, St Marys NSW
Loss event	Flood / water damage — Jan 2026
Inventory method	3D scanning + photo-linked item register
Storage	Secure packed transfer to two self-storage units
Asbestos works	Approx. 150 m ² asbestos vinyl floor removed
Compliance	SafeWork NSW notification · licensed removalist · independent hygienist clearance

100%

Photo-linked
inventory

2

Secure storage
units

m² 150

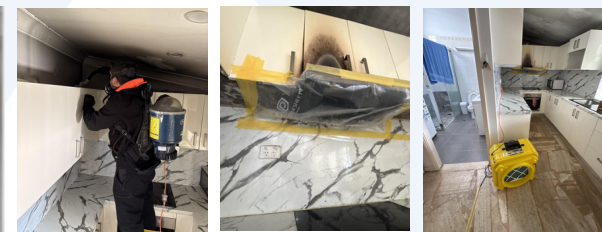
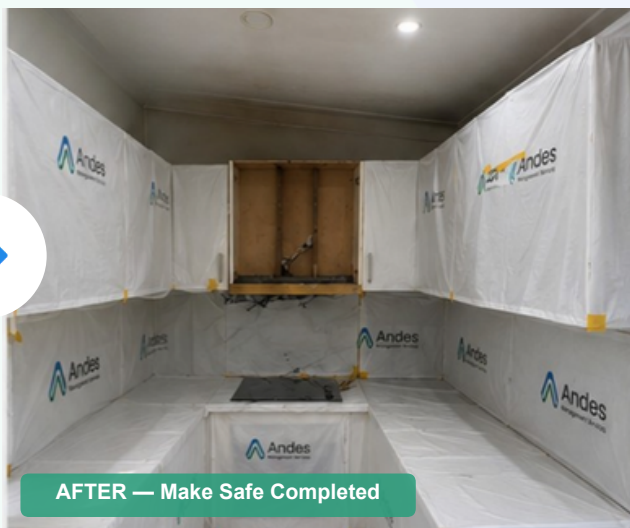
Asbestos floor
removal

Day-14

Accelerated
turnaround

CASE STUDY | RESIDENTIAL MAKE SAFE

Rapid response residential fire claim — Bossley Park NSW, supporting AAMI Insurance and Bentino.



PROJECT SNAPSHOT

Principal Contractor	Bentino
Location	Bossley Park NSW
Response time	140 minutes
Make safe	Completed within 48 hrs
Report issued	Within 48 hrs

RAPID RESPONSE TIMELINE



On-site make safe response · Site protection and containment · Fire-damaged section safely removed

What This Response Achieved

- ✓ Emergency stabilisation completed quickly
- ✓ Thousands saved in temporary accommodation
- ✓ Fast, quality-based insurer decision-making



CASE STUDY | RESIDENTIAL MAKE SAFE

Complex water damage and mould remediation - Cornubia, QLD



Make Safe Process



Repair- Ready Handover

SAFE

Selective Demolition



PACK

Contents Processing



EVIDENCE

Detailed Reporting

PROJECT FACTS

Client / Insurer	Insurance
Site	Cornubia, QLD
Principal Contractor	Tenon
Andes Supervisor	Wilson Ariza
Affected Areas	4 + Rooms
Outcome	Property ready for reinstatement

Challenges



Complexity- Multiple rooms with different needs.



Contents - assesment, packing, secure storage and reinstatement.



Material Damage - Affected carpet, laminated flooring and ceiling materials.



Contamination - category 3 water conditions and potential microbial exposure

Andes Solution



Make Safe and Assesment.



Structural Drying.



Controlled Remediation.



Contents Management.

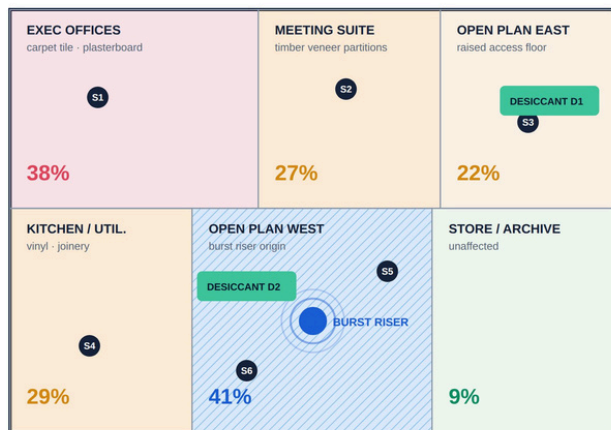
CASE STUDY | ENGINEERED WATER DAMAGE DRYING

Commercial office, Parramatta CBD — burst supply riser across two levels. Representative delivery under the Andes × Dry Air Services partnership.

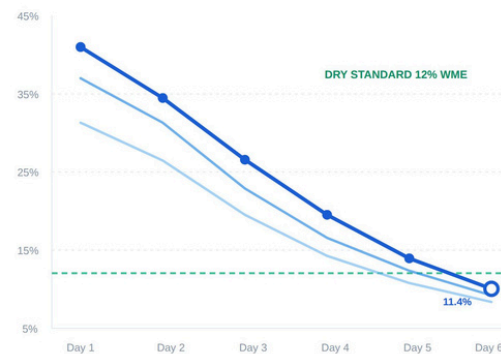
ENGINEERED DRYING REPORT — LEVEL 2 MOISTURE MAP & DRY-DOWN CURVE

Sensor-logged structural drying - desiccant dehumidification designed by Dry Air Services - monitored twice daily by Andes technicians

MOISTURE MAP — DAY 1 ASSESSMENT (WME %)



DRY-DOWN CURVE — 6 SENSORS, TWICE-DAILY LOGGING



✓ Drying certificate issued — Day 6 85% of materials dried in place

PROJECT FACTS

Property	Two-level commercial office, approx. 3,400 m ²
Loss event	Burst supply riser — water migration through two levels
Response	Make-safe and extraction underway within 90 minutes
Drying design	Two industrial desiccant systems + 14 air movers
Monitoring	6 sensors, twice-daily logging in the Andes portal
Outcome	Verified dry standard in 6 days — certificate issued

90 min

For Extraction & Stabilisation

85%

of Dryness accomplished

6 days

Dry Standard verification

Zero

Mould call-backs or re-opened claims

WHY IT WORKED

- ✓ Drying designed from psychrometric calculation and Expertise
- ✓ Dehumidification matched to materials, airflow and dew point
- ✓ Live progress in the portal for transparent results



Engineered drying avoided full strip-out of two floors — cutting reinstatement scope, business downtime and total claim cost.

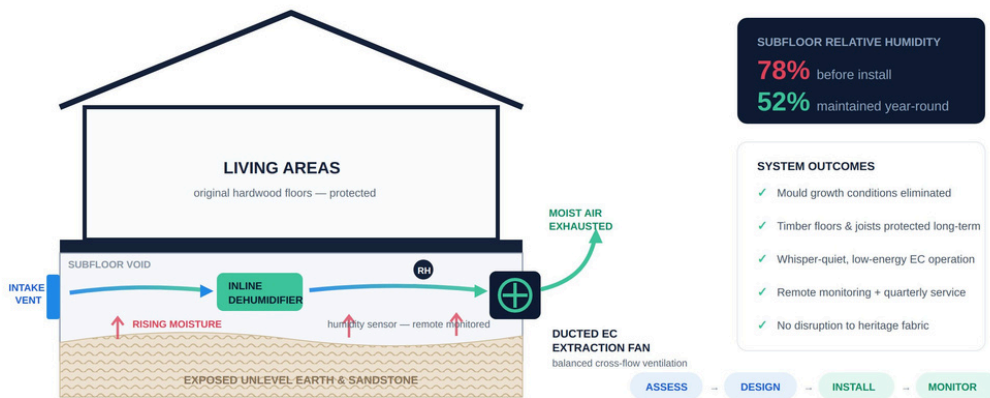
CASE STUDY | SUBFLOOR HUMIDITY & MOULD CONTROL

*Heritage-era residence, Inner West Sydney — rising damp and recurring mould in the subfloor void.
Permanent engineered solution designed by Dry Air Services.*

PERMANENT SUBFLOOR SOLUTION — ENGINEERED VENTILATION & DEHUMIDIFICATION

Custom-designed by Dry Air Services for rising damp and mould-affected subfloor voids - exposed earth & sandstone - heritage construction without modern moisture barriers

CROSS-SECTION — INSTALLED SYSTEM



THE PROBLEM

- Rising damp through exposed, unlevel earth and sandstone beneath the home.
- Circa-1900s construction — no modern moisture barrier.
- Stormwater redirected by neighbouring renovation works.
- Recurring mould under timber floors; musty odour through living areas.
- Two prior "clean and treat" attempts had failed within months.

52% → 78%

Relative humidity controlled year-round

24/7

Automated, whisper-quiet low-energy operation

Permanent

Solution not a temporary dry-out

Quarterly

& service, monitoring condition reporting

From reactive mould clean-ups to permanent prevention

PARTNERSHIP VALUE

- ✓ Andes manages mould remediation, evidence and reporting
- ✓ Dry Air Services engineers the permanent moisture fix
- ✓ The claim closes once — with no repeat loss for the insurer



SPECIALIST DRYING & CLIMATE CONTROL



Powered by Dry Air Services — Drying Systems Australia

Through our partnership with Dry Air Services, Andes clients gain direct access to Australia's most experienced specialist drying and climate-control team — led by founder David Dawson with over 25 years in commercial and industrial desiccant dehumidification. Every complex drying challenge is met with engineered solutions, not guesswork.

Trusted on Australia's Most Demanding Sites



Sydney Opera House



Westmead Hospital



National Archives



UNSW Sydney



Australian Museum



Royal Botanic Gardens



Tooheys Brewery



Coles Supermarkets



Data centres



Pharmaceutical plants



Aquatic centres



Marine & waterfront



Desiccant & refrigerant dehumidification

Selection, design, installation and service of the right technology for each environment.



Portable to industrial scale

From single-phase 240V units to three-phase 415V trailer-mounted drying systems.



Subfloor & permanent solutions

Permanent humidity and mould-control systems for residential and commercial buildings.



Construction & temporary climate control

Humidity, temperature and dew-point control during construction and industrial projects.



Air purification

Air purifier and purification system installation for healthy indoor environments.



Corrosion prevention

Humidity control protecting plant, equipment and sensitive materials.

4.5★ 500+ customer reviews

Licensed refrigeration & air-conditioning division ·
equipment test-and-tag certified · Australia-wide support



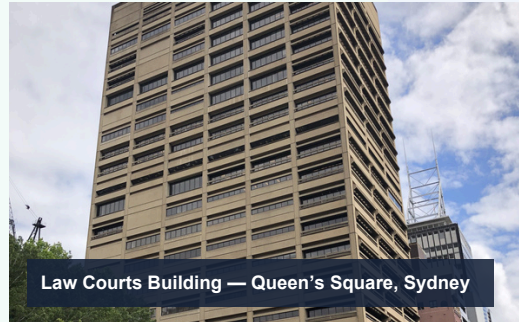


CASE STUDY | LAW COURTS – LEVEL 5 FLOOD RESTORATION

Large-loss engineered drying across approximately 800 m² of courtrooms and associated facilities in a major Sydney judicial complex.



High-volume flexible ducting to the affected level



Law Courts Building — Queen's Square, Sydney



Industrial drying plant supplying conditioned air

PROJECT FACTS

SITE

Law Courts Building – Level 5

ADDRESS

Queen's Square, 184 Phillip St, Sydney
NSW 2000

LOSS EVENT

Flood / water damage – 2018

TREATMENT AREA

Approx. 800 m² of courtrooms and
associated facilities

CHALLENGES

- Approx. 800 m² affected across a complex multi-room internal layout
- Conditioned air had to be distributed through constrained circulation routes
- Rapid dry-down required within a high-profile judicial facility

DRY AIR SOLUTION

- High-capacity industrial drying plant connected to long-run flexible ducting
- Conditioned dry air delivered to multiple affected zones from centralised plant
- Temporary containment installed to isolate zones and direct airflow

PROJECT OUTCOME

- Engineered drying accelerated moisture removal across approx. 800 m²
- Efficient restoration and reinstatement supported, with unnecessary strip-out reduced

CASE STUDY | EVENT CINEMAS GEORGE STREET – FLOOD RECOVERY

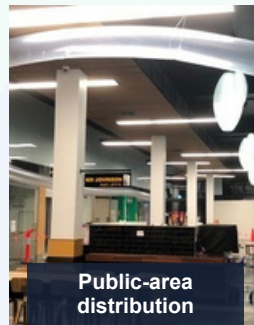
High-capacity engineered drying of a heavily flooded theatre, supporting reinstatement in approximately seven days.



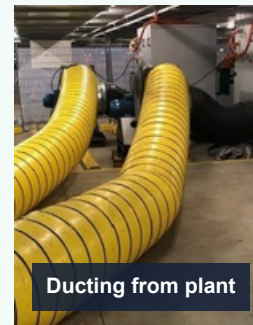
Auditorium air movement & controlled drying



Ducted industrial dehumidification systems



Public-area distribution



Ducting from plant

PROJECT FACTS

SITE

Event Cinemas George Street

ADDRESS

505–525 George St, Sydney NSW 2000

LOSS EVENT

Major flood / water damage – 2017/2018

DRYING DESIGN

Industrial dehumidification + distributed air movement

OUTCOME

Heavily flooded theatre reinstated in approx. 7 days



CHALLENGES

- Large enclosed theatre volume with substantial flood impact
- Moisture risk within flooring, wall linings and acoustic finishes
- Rapid recovery required to minimise operational downtime



DRY AIR SOLUTION

- Multiple air movers positioned across the exposed floor to accelerate evaporation
- Industrial dehumidification units delivered conditioned air via large-diameter flexible ducting
- Temporary polythene containment maintained a controlled drying envelope



PROJECT OUTCOME

- Heavily flooded theatre reinstated in approximately 7 days
- Correct drying design materially reduced recovery time versus an undersized approach

CASE STUDY | PAUL'S WAREHOUSE – FLOOD RESTORATION

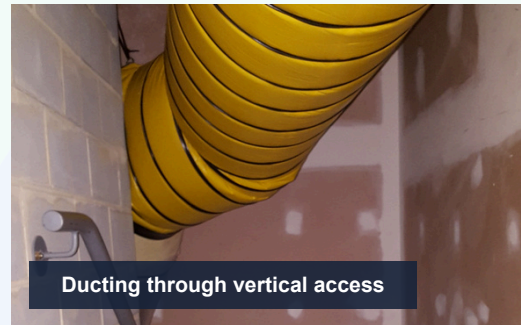
Temporary power and industrial dehumidification maintained continuous drying when normal mains power was unavailable.



Industrial drying plant supplying affected retail areas



Temporary diesel generator maintaining site power



Ducting through vertical access

PROJECT FACTS

SITE

Paul's Warehouse – Sporting Goods, Penrith

ADDRESS

61–79 Henry St, Shop 1, Penrith NSW 2751

LOSS EVENT

Flood / insurance restoration

POWER STRATEGY

Temporary diesel generator supply

DRYING DESIGN

Industrial dehumidification + ducted airflow



CHALLENGES

- Flooded retail environment requiring sustained, uninterrupted drying
- Normal mains power unavailable or insufficient for continuous plant operation
- Dehumidification and airflow had to be maintained without interruption



DRY AIR SOLUTION

- Temporary diesel generators deployed to power the restoration plant
- Industrial dehumidification combined with ducted air distribution
- System configured for continuous, accelerated drying



TEMPORARY POWER CONTINUITY

- Backup generator power maintained operation when site supply was unavailable
- Plant ran continuously instead of relying on intermittent building supply
- Airflow and dehumidification configured as one integrated system



PROJECT OUTCOME

- Faster dry-down reduced restoration duration and business interruption
- Efficient drying design supported substantial cost savings for the client and insurer

WAREHOUSE CAPACITY & EQUIPMENT READINESS

Sydney & Brisbane warehouses · Supported by the Dry Air Services industrial fleet



150+

Air movers /
air blowers

150+

Dehumidifiers

150+

Airscrubbers

150+

HEPA / specialty
equipment

Industrial desiccant systems +
— 240V portable to 415V trailer-mounted
via Dry Air Services

Resources and readiness to respond quickly — no matter the size or complexity of the restoration project.



150+ concurrent claims

Capacity to run 150+ concurrent insurance claims using in-house resources.



Maintained & tagged

All machines serviced, tested and tagged for peak performance.



Two strategic warehouses

Sydney & Brisbane facilities with high capacity and deep inventory.



Rapid mobilisation

Fast deployment through internal logistics and a dedicated fleet.



Always ready

Equipment readiness monitored for best possible condition.



COVERAGE ACROSS THE EAST COAST

Every claim, every postcode — NSW, Queensland and Victoria, supported by Australia-wide specialist drying.

RESPONSE NETWORK



Brisbane

QLD · Warehouse + fleet



Sydney

NSW · HQ + warehouse + fleet



Canberra

ACT · Serviced from Sydney



Melbourne

VIC · Rapiddeployment teams

NEW SOUTH WALES

Head office, primary warehouse and four dedicated area-manager regions.

- ✓ Sydney metro — CBD, Inner West, Eastern Suburbs
- ✓ Western Sydney, Blue Mountains & Central West
- ✓ Northern NSW, Hunter & Central Coast
- ✓ Illawarra, Southern Highlands & South Coast
- ✓ ACT serviced from our Sydney operation

QUEENSLAND

Brisbane warehouse enabling rapid response and CAT surge capacity.

- ✓ Brisbane metro & Gold Coast
- ✓ Sunshine Coast & regional
- ✓ Storm & flood surge response
- ✓ Deep equipment inventory in-state

VICTORIA

Rapid-deployment restoration teams with full partnership capability.

- ✓ Melbourne metro coverage
- ✓ Commercial & residential claims
- ✓ Specialist drying via Dry Air Services
- ✓ Scalable major-loss response

24/7/365 response · 150+ concurrent claims ·
Australia-wide specialist drying support through Dry Air Services

CONFIDENCE AT EVERY STAGE OF THE CLAIM

For insurers, loss adjusters and commercial clients, the Andes × Dry Air Services partnership delivers the clarity, speed and control needed to keep claims moving, costs contained and stakeholders informed — at any scale.



Andes
Management Services



1300 263 376



info@andesms.com.au



www.andesms.com.au



**Rapid Response,
Early Control**



**Evidence That
Supports Decisions**



**Clear
Communication,
Fewer Delays**



**Controlled Delivery,
Reduced Disruption**

