



Andes
Management Services



Rapid Restoration for Insurers & Commercial Clients

Real-time claims visibility via secure client portal and dedicated customer care

BUSINESS **CAPABILITY** STATEMENT .

Accreditations



IICRC
CERTIFIED



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24/7/365 Emergency Response



www.andesms.com.au

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



Capability Snapshot

Multi-state service coverage |
24/7/365 emergency response |
Evidence-based reporting |
Controlled delivery |
Client-focused communication





TABLE OF CONTENTS

Navigate our capability statement to discover how Andes delivers safe, fast and accountable restoration outcomes with confidence.

01	Cover	01
02	Andes Management Services	02
03	Table of Contents	03
04	Customer Experience	04
05	Restoration Reporting & Scope Clarity	05
06	The People Behind the Response	06
07	Operational Delivery Team	07
08	Case Study Commercial Fire Recovery	08
09	Case Study Asset Management & Inventory Checklist	09
10	Residential Make Safe Case Study	10
11	Warehouse Capacity & Equipment Readiness	11
12	Confidence at Every Stage of the Claim	12



CUSTOMER EXPERIENCE



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



Dedicated Claim Manager

Single point of contact who keeps the insured informed, coordinates stakeholders and drives the claim from make-safe through 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 can access site photos, moisture readings, reports, scopes and updates in one place.



Stakeholder Communication in One Platform

Insureds, insurers, brokers, loss 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 Focus

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

Customer Outcome Snapshot

- ✓ Dedicated claim ownership
- ✓ Live progress visibility
- ✓ Reports and moisture logs
- ✓ One-platform communication
- ✓ Faster approvals pathway

monday.com - Claims Portal / Residential Water Damage



- Home
- My Claims**
- Dashboards
- Tasks
- Files
- Updates
- People
- Calendar
- Reports
- Workflows
- Settings

VD Valentina D.
Claim Manager

www.andesms.com.au

Residential Water Damage Claim - [REDACTED], Parramatta NSW

Share

2

Claim No. [REDACTED]	Insured Omar Al [REDACTED]	Property Address [REDACTED] Parramatta NSW	Date of Loss 11 May 2026	Loss Type Water Damage	Claim Manager VD Valentina Duarte	Principal Builder Nexus Projects
Active Claims 18	Tasks Completed 24	In Progress 9	Stakeholders 4	Reports Uploaded 3	Open Approvals 3	

Claim Tasks & Workflow

Main Table

	New Task	Search	Person	Filter	Sort	Hide	
#	Task	Status	Priority	Due Date	Owner	Updates	
1	Claim Intake & Allocation	Done	Medium	11 May 2026	VD	2	
2	Make Safe Attendance	Done	High	12 May 2026	VD	3	
3	Moisture Assessment	Done	High	13 May 2026	MD	2	
4	Scope of Works & Initial Report	Done	High	13 May 2026	VD	4	
5	Drying / Remediation	In Progress	High	14 - 20 May 2026	MD	6	
6	Insurer Review	In Progress	High	15 May 2026	JO	1	
7	Builder Measure & Review	Pending	Medium	18 May 2026	JO	-	
8	Approval	Pending	Medium	20 May 2026	JO	-	
9	Reinstatement / Repairs	Upcoming	Medium	21 - 29 May 2026	JO	-	
10	Final Inspection & Handover	Upcoming	Medium	1 Jun 2026	VD	-	

Done In Progress Pending Upcoming

Stakeholder Communication

All Updates

- VD Valentina Duarte (Claim Manager) Today, 10:32 AM
Drying equipment installed and running. Next moisture check scheduled for 15 May.
- MD Mauricio Hanoo (Technician / Supervisor) Today, 9:45 AM
Moisture levels improving. Four dehumidifiers performing as expected.
- OA Omar Al Haddad (Insured) Today, 8:15 AM
Thanks team, appreciate the quick response and regular updates.
- JO GIO Insurance (Claims Representative) Yesterday, 4:20 PM
Scope and photos reviewed. Awaiting builder measure and reinstatement plan.
- JO John Gergis (Nexus Projects / Principal Builder) Yesterday, 2:30 PM
I will attend site Thursday 14 May at 9am to complete measure and confirm preliminary schedule.
- VD Valentina Duarte (Claim Manager) Yesterday, 11:30 AM
Initial restoration report and moisture logs uploaded for insurer review.

View full activity feed →

Stakeholders

Insured OA Omar Al [REDACTED]	Insurer JO GIO Insurance	Claim Manager VD Valentina Duarte	Principal Builder JO John Gergis Nexus Projects
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Satisfaction & Service Outcomes

Insured kept informed	Insurer reports on time	Faster approvals	Builder aligned	Satisfaction-focused service
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Live Claims Portal

Real-time claim visibility, reporting and stakeholder coordination.

RESTORATION REPORTING & SCOPE CLARITY

We provide claim-ready restoration reporting designed to reduce uncertainty, support approvals and help insurers, adjusters and property stakeholders make faster, better-informed decisions. Each report combines technical findings, evidence-based causation analysis, moisture data, practical scope recommendations and clear next steps for reinstatement.



“

Our reports help clarify cause, damage extent, mitigation completed and reinstatement requirements.

Designed to support insurer review, scope approval and repair planning.



RESTORATION REPORT

MAKE SAFE ACTIVITIES REPORT

Property Address: 123 Sample Street, Camden NSW 2570

Claim No.: CLM-2405-0789

Date of Loss: 12 May 2024

Inspection Date: 13 May 2024

Prepared For: ABC Insurance

1 EXECUTIVE SUMMARY

Incident: Burst water supply at kitchen sink

Extent: Affected kitchen and adjoining living areas

Actions Taken: Make-safe, drying and monitoring

Key Outcome: Property stabilised and further damage minimised

2 TECHNICAL FINDINGS

- Water ingress identified from defective kitchen connection
- Visible wet and water staining observed
- Damage consistent with water incursion
- Drying and mitigation in place; conditions observed

3 MOISTURE READINGS

Location	Reading (%)	Status
Kitchen Floor	24.1	High
Dishwasher Cavity	28.6	High
Dining Area Floor	18.5	Moderate
Hallway Floor	12.3	Moderate
Lounge Area Floor	9.4	Normal

Normal (0-12%) Moderate (13-20%) High (21%+)

4 FLOOR PLAN

Legend: Affected Area

5 OPTIONAL 3D PLAN

6 CAUSE OF INCIDENT

Primary Cause: Falling flexible hose connection at kitchen sink.

Contributing Factors: Wear and tear over time.

Conclusion: The failure of the flexi hose resulted in water escape and subsequent property damage.

7 PHOTOGRAPHIC EVIDENCE

Burst flexi hose connection | Water staining to skirting | Moisture tracking at flooring

8 MAKE SAFE COMPLETED

- Water supply isolated
- Water extraction completed
- Affected areas dried
- Dehumidifiers in place
- Site secured and safe

MAKE SAFE STATUS: COMPLETED

9 PRELIMINARY SCOPE OF WORKS

Item	Description
1	Remove and dispose of non-salvageable wet materials
2	Drying and dehumidification to affected areas
3	Demolition / strip-out where required to expose affected substrates
4	Mould remediation and antimicrobial treatment where required
5	Repair or replace plasterboard, insulation, skirtings and affected finishes
6	Flooring reinstatement to affected areas
7	Painting, finishing and final clean
8	Final moisture verification and handover

Scope is preliminary and subject to further inspection.



Claim-Ready Reporting

Findings | Moisture Data | Plans | Scope of Works



Andes
Management Services

THE PEOPLE BEHIND THE RESPONSE

Experienced leadership for insurer-focused, evidence-based restoration delivery.

Our leadership team combines technical restoration knowledge, insurance industry experience and disciplined site management. Together, they help insurers, loss adjusters and clients achieve faster decisions, clearer reporting, controlled scopes and confident project delivery from make safe through to reinstatement.

What insurers & loss adjusters value

-  Single-point accountability
-  Evidence-based reporting
-  Controlled scope and cost awareness
-  Supervised technicians and QA
-  Clear stakeholder communication
-  Fast mobilisation and delivery



Matthew Jounizadeh

Director

Matthew brings 15 years of insurance industry experience, building his career after working with large commercial companies and then moving into insurance-focused delivery. He has managed projects ranging from small residential losses to insurance works valued at up to \$2 million. Matthew leads claim coordination, stakeholder communication and outcome-focused delivery, helping insurers and adjusters achieve clarity, responsiveness and dependable project control.

 matthew@andesms.com.au

 0401 190 946



Jose Requejo

Director – Restoration Operations

Jose has 18 years of restoration experience, beginning with Jacobson Construction and continuing across a range of insurance builders and restoration businesses. His strength is in practical delivery, site coordination and restoration sequencing, ensuring make safe, remediation and reinstatement works are well controlled, properly documented and efficiently delivered. He helps resolve the operational issues that matter most to insurers: speed, quality, consistency and execution.

 jose@andesms.com.au

 0435 858 636



Xiomara Lizarazo

Director – Technical Services

Xiomara brings more than 15 years of insurance industry experience and leads technician supervision, field quality and standards compliance. She manages on-site teams to ensure current restoration methods, insurer requirements and documentation standards are consistently met. Her focus on training, technical oversight and service quality gives insurers and loss adjusters confidence that works are being delivered safely, correctly and in line with expectations.

 xiomara@andesms.com.au

 0415 561 200

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.

Delivery Control Snapshot

- ✓ Clear job allocation
- ✓ Site supervision
- ✓ Report & estimate control
- ✓ Claim-ready updates
- ✓ Quality checked handover

Operations, Reporting & Field Management Team



Felipe Duarte

Operation Manager

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

✉ felipe@andesms.com.au

☎ 0480 362 551



Miguel Ordonez

Report and Estimating Manager

Coordinates restoration reports, estimates, photos, moisture data and scope recommendations for insurer review and faster claim decisions.

✉ miguel@andesms.com.au

☎ 0468 836 401

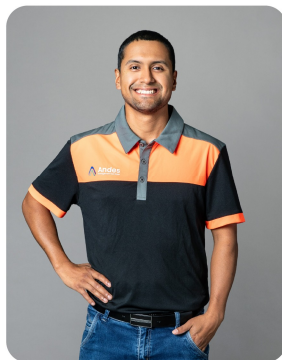
AREA MANAGERS



Juan Jose Castiblanco

Northern NSW | Hunter | Central Coast

● site coordination & QA



Sergio Lopez

Illawarra | Southern Highlands | South Coast

● site coordination & QA



Percy Requeo

Western Sydney | Blue Mountains | Central West

● site coordination & QA



Roxana Londono

Sydney CBD | Inner West | Eastern Suburbs

● site coordination & QA

CASE STUDY | COMMERCIAL FIRE RECOVERY

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



PROJECT FACTS

Client / Insurer:	Suncorp Insurance
Site Address:	Argyle St, Camden NSW
Principal Contractor:	Rizon Group
Andes Supervisor:	Sergio Lopez
Operations Support:	Felipe Duarte
Program:	Commenced December 2024 Delivered in 30 days
Outcome:	Shops reopened within 8 weeks through proactive stakeholder coordination.

PROJECT TIMELINE & CLIENT PORTAL SNAPSHOT

Project: Camden Commercial Fire Recovery

Claim No. [REDACTED] | Insured: [REDACTED]

STATUS: COMPLETE

Step	Milestone / Task	Start	Due	Status	Owner
1	Make Safe Completed	2 Dec 2024	2 Dec 2024	Done	Andes Team
2	Strip-out & Clean-up	3 Dec 2024	6 Dec 2024	Done	Andes Team
3	Site Protection Installed	4 Dec 2024	5 Dec 2024	Done	Andes Team
4	Drying & Monitoring	5 Dec 2024	11 Dec 2024	Done	Andes Team
5	Repair Scope Confirmation	12 Dec 2024	16 Dec 2024	Done	Rizon Group
6	Stakeholder Updates	2 Dec 2024	Ongoing	Done	Andes Team
7	Readiness for Reinstatement	16 Dec 2024	20 Dec 2024	Done	Andes Team
8	Handover & Reopening Support	30 Dec 2024	30 Dec 2024	Done	Andes Team

COMMUNICATION HISTORY (Live Updates)

Date / Time	From	To	Update Summary
2 Dec 2024, 9:10am	Andes (S. Lopez)	Suncorp Insurance	Make-safe complete. Site secured. Initial photos & plan issued.
3 Dec 2024, 4:35pm	Andes (F. Duarte)	Rizon Group	Strip-out progressing. Salvageable items protected.
6 Dec 2024, 11:20am	Andes (S. Lopez)	Suncorp Insurance	Drying plan underway. Daily moisture readings attached.
12 Dec 2024, 2:40pm	Rizon Group	All Stakeholders	Repair scope confirmed. Programme tracking to plan.
20 Dec 2024, 10:55am	Andes (S. Lopez)	Suncorp Insurance	Site ready for reinstatement. Final documentation issued.
30 Dec 2024, 3:15pm	Andes (F. Duarte)	Client Representatives	Handover complete. Shops reopened as planned.

RESTORATION REPORT SNAPSHOT

Incident Overview
Fire and smoke damage to a commercial retail premises affecting ceiling infrastructure, fit-out, and finishes.

Key Findings

- Extensive heat and smoke contamination.
- Ceiling and internal linings severely damaged.
- Water and soot impacted building services.

Works Completed

- Make-safe and site stabilisation.
- Fire-affected strip-out and debris removal.
- Andes-branded floor protection installed throughout.
- Drying, cleaning and moisture monitoring.
- Repair scope coordination with Rizon Group.
- Daily reporting and stakeholder communication.

Restoration Outcome
Shops reopened within 8 weeks.
Proactive communication with all stakeholders, tight programme control, safe works and clear documentation kept decisions moving and reduced delays.

CHALLENGES

- Severe fire and smoke damage across the premises.
- Urgent need to secure and stabilise the site.
- Risk of further damage to salvageable elements.
- Complex stakeholder and decision-making process.
- Tight timeframe to enable business reopening.

ANDES SOLUTION

- Immediate make-safe and site stabilisation.
- Andes floor protection and asset protection.
- Systematic strip-out, cleaning and drying program.
- Transparent reporting and live communication.
- Coordinated sequencing and programme control.

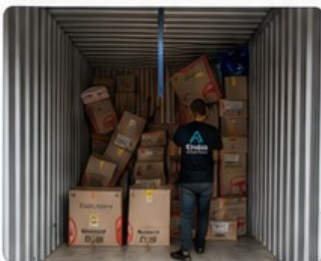
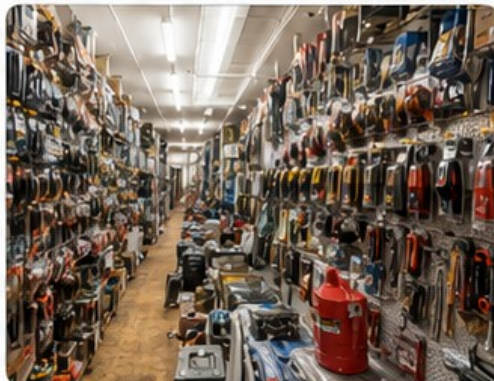
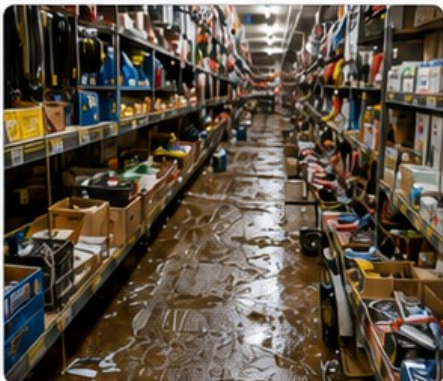
PROJECT OUTCOME

- Safe site delivered and fully protected.
- Clear documentation and reporting for insurer.
- Stakeholders aligned through proactive updates.
- Programme delivered in 30 days.
- Shops reopened within 8 weeks.

CASE STUDY I

ASSET MANAGEMENT & INVENTORY CHECKLIST

Flood-response make safe, 3D asset capture, insurer-ready inventory, secure storage, compliant asbestos removal and independent hygienist clearance for a live hardware store.



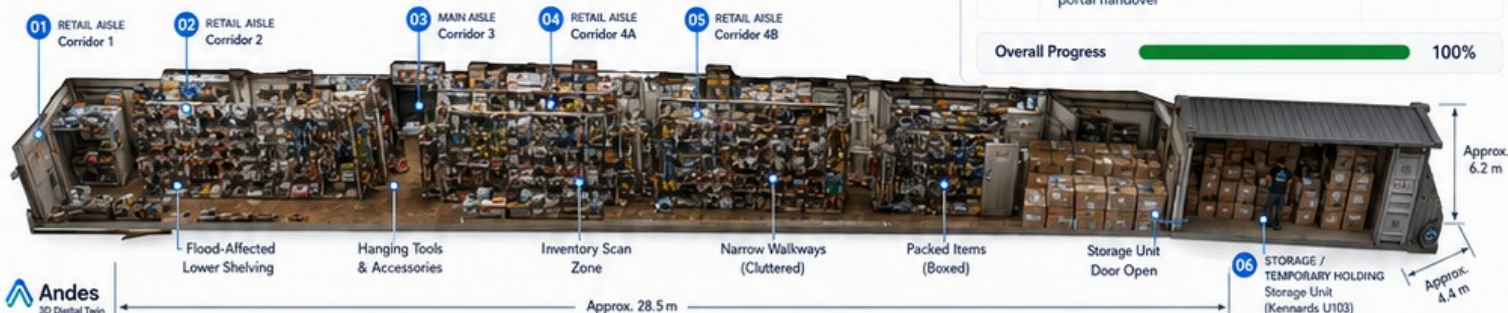
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PROJECT FACTS

Client / Policyholder:	
Site Address:	46 Queen Street, St Marys NSW 2760
Business / Occupancy:	St Marys Hardware & Accessories Retail hardware store
Date of Loss:	28 Jan 2026
Claim ID:	1960
Loss Event:	Flood / water damage
Affected Areas:	Lower shelving, stock lines, storage zones and asbestos-affected floor finish
Inventory Method:	3D scanning + photo-linked item register
Storage:	Secure packed transfer to Kennards Self Storage – Units U103 & C013
Asbestos Works:	Approx. 150 m ² asbestos-containing vinyl floor tiles removed
Compliance:	SafeWork NSW notification Licensed asbestos removalist Independent hygienist clearance
Outcome:	14-day accelerated delivery insurer-ready evidence restoration-ready site

DIGITAL INVENTORY PORTAL SNAPSHOT

Andes Inventory Portal						
Search items, codes, locations...						
All Areas	Corridor 4A	All Status	All Categories	Filters		
Area	Item	Item Code	Qty	Photo	Box / Storage	3D Location
Corridor 4A	Clothes peg "box"	IT-A-C04-S01-S511	4		Box 21	C04.03
Corridor 4A	Door stopper "box"	IT-A-C04-S01-S512	1		Box 21	C04.04
Corridor 4A	Pipe caps "box"	IT-A-C04-S01-S518	8		Box 25	C04.09
Corridor 4A	Hole saw set "box"	IT-A-C04-S01-S519	1		Box 25	C04.10
Corridor 4A	Extension cord "box"	IT-A-C04-S01-S520	1		Box 25	C04.09
Corridor 4A	Drive socket set	IT-A-C04-S01-S516	4		Box 21	C04.05



14-DAY DELIVERY PROGRAM

14
14-DAY
TURNAROUND
ACHIEVED

Step	Task	Status
1	Emergency make safe & site isolation	✓ Done
2	3D scan and flood documentation	✓ Done
3	Inventory coding & photo-linked register	✓ Done
4	Packing, boxing & secure storage transfer	✓ Done
5	Licensed asbestos floor removal	✓ Done
6	Final clean, hygienist clearance & portal handover	✓ Done

Overall Progress 100%



100%
Photo-Linked
Inventory



2
Secure Storage
Units



150 m²
Asbestos Floor
Removal



14-Day
Turnaround



CLAIM CHALLENGES

- Flood impact to lower shelving, stock lines and storage zones.
- High-SKU hardware inventory across multiple aisles.
- Accurate, traceable inventory required for insurer validation.



ANDES RESPONSE

- Rapid make safe and flood documentation.
- 3D site capture and photo-linked inventory register.
- Coded packing and secure storage in two self-storage units.
- Licensed asbestos removal and hygienist clearance coordination.



CLAIM OUTCOME

- Insurer-ready digital inventory and evidence.
- Secure chain of custody for all assets.
- Hygienist clearance achieved.
- Restoration-ready site handover in 14 days.

RESIDENTIAL MAKE SAFE CASE STUDY

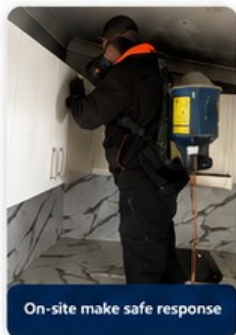
Rapid Response Residential Fire Claim – Bossley Park NSW

Andes delivered a rapid residential make-safe response in Bossley Park, supporting AAMI Insurance and Bentino with immediate site stabilisation, evidence-based reporting and scope development. The team attended within 140 minutes of receiving the claim, removed the fire-damaged section, completed the make-safe works within 48 hours, and issued the claim documentation in less than 24 hours. This fast action minimised further damage, avoided unnecessary temporary accommodation costs, and enabled a quick insurer decision without compromising quality or timeframes.

Project Snapshot

Insurer	AAMI Insurance
Principal Contractor	Bentino
Property Type	Residential
Location	█ Serpentine St, Bossley Park NSW 2176
Response Time	140 mins
Claim Submitted	<24 hours
Make Safe Completed	within 48 hours
Report Issued	within 48 hours
Outcome	Fast insurer decision and reduced temporary accommodation costs

Outcome: rapid stabilisation and decision-ready reporting



What this response achieved

- ✓ Emergency site stabilisation completed quickly
- ✓ Fire-damaged section removed and area made safe
- ✓ Detailed report and scope developed for approvals
- ✓ Further damage exposure minimised
- ✓ Thousands saved in temporary accommodation
- ✓ Fast, quality-based insurer decision-making enabled

Stakeholder Coordination

-  AAMI Insurance – insurer
-  Bentino – principal contractor
-  Insured – details redacted
-  Felipe Duarte – operations manager
-  Juan Jose Castiblanco – attention technician / site lead
-  Andes Management Services – make safe and reporting

Make Safe Report Snapshot



Work Order: TB237-11380
 Site Address: █ Serpentine St, Bossley Park NSW 2176
 Insured: █
 Loss Type: Fire / Smoke / Soot contamination
 Attending Technician: Juan Jose Castiblanco
 Summary: Make safe completed, scope developed, and reporting issued within 48 hours.

Rapid Response Timeline



Rapid response. Clear reporting. Better claim outcomes.



Warehouse Capacity & Equipment Readiness

Sydney & Brisbane Warehouses

Purpose-built warehouse facilities and a dedicated fleet enable us to mobilise quickly, respond at scale and deliver consistent, high-quality restoration outcomes across every project.



EQUIPMENT CAPACITY SNAPSHOT

Our extensive in-house inventory is maintained, serviced and staged for immediate deployment.



150+

AIR MOVERS /
AIR BLOWERS



150+

DEHUMIDIFIERS



150+

AIR SCRUBBERS



150+

HEPA / SPECIALTY
RESTORATION
EQUIPMENT



High availability of restoration equipment means faster mobilisation, concurrent claims response and reduced delays—delivering better outcomes and control over restoration timeframes.



150+

CONCURRENT CLAIMS

Capacity to manage 150+ concurrent insurance claims using in-house resources and equipment.



MAINTAINED & TAGGED

All restoration machines are maintained, serviced and tagged for peak performance.



SYDNEY & BRISBANE
WAREHOUSES

Strategically located facilities with high capacity and deep equipment inventory.



RAPID MOBILISATION

Fast deployment through internal logistics and a dedicated fleet.



ALWAYS READY

Equipment readiness monitored to ensure best possible condition.

Our scale, resources and operational readiness allow Andes Management Services to respond quickly and deliver consistent results—no matter the size or complexity of the restoration project.



Confidence at Every Stage of the Claim



Andes
Management Services

For insurers, loss adjusters and commercial clients, Andes delivers the clarity, speed and control needed to keep claims moving, costs contained and stakeholders informed.



Rapid Response, Early Control

Fast attendance, effective make-safe action and disciplined site control to reduce escalation from day one.



Clear Communication, Fewer Delays

Consistent updates, visible progress and responsive coordination that keeps every stakeholder aligned.



Evidence That Supports Decisions

Professional reports, photos and site information structured to help decisions happen faster and with more confidence.



Controlled Delivery, Reduced Disruption

Practical restoration solutions that protect assets, limit downtime and support a smoother claim outcome.

Andes Management Services — **trusted to protect property,**
support decisions and deliver restoration with confidence.



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