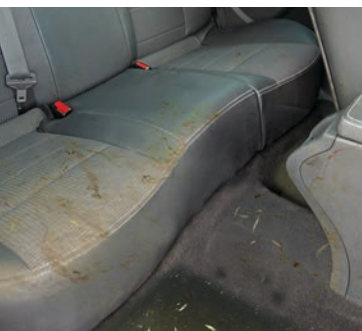




AUTODECON

The Innovator In Auto Decontamination



AUTO DECONTAMINATION SERVICES

A DIVISION OF JUVENAIRE



Restoration Management Specialists

AUTO DECONTAMINATION SERVICES

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STEVE THORNTON-SMITH
Director



Restoration Management Specialists

Trusted by major insurance companies since the year 2000, we provide our clients with the experience and expertise needed to manage and restore vehicles damaged by a range of disasters.

Juvenairst has a hands-on approach to all stages of the process from project management through to the final outcome – restoration. We deliver specialist restoration services for vehicles including:

- Water & storm damage
- Fire & smoke damage
- Mould contamination
- Methamphetamine contamination
- Odour removal
- Crime & trauma scenes



AUTO DECONTAMINATION SERVICES

As part of Juvenaire's goal to provide quality restoration services across diverse market sectors, the business continues to satisfy a growing need for the restoration of contaminated vehicles.

Building on the success and reputation of its services for property restoration, and supported by effectively trialled products and procedures, Juvenaire has now formalised its vehicle restoration services with the establishment of Auto-Decon Services - a quality automotive decontamination service catering to the demands of the auto insurance market.

With our experienced team of administration, claims, project management and trained technicians, Auto-Decon has the capability to provide unparalleled support across key areas of auto decontamination.



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The Innovator In Auto Decontamination

CONTENTS

P1 - WATER

P2 - MOULD

P3 - FIRE & SMOKE

P3 - ODOUR

P4 - BODILY FLUIDS

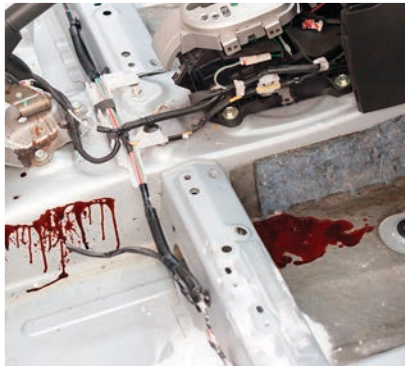
P5 - METH TESTING

P6 - SHARPS

P7 - ASBESTOS

P8 - FUEL & OIL

P8 - CONTACT US



Global Certification Pty Ltd
ISO 9001:2015 Quality
Management System Certified
AS/NZS 45001:2018 Safety
Management System Certified



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WATER DAMAGE

When water enters a motor vehicle, penetration and subsequent absorption can seriously affect soft furnishings such as door linings, seats, carpets, sub-floor and the dashboard.

If left untreated, water damage can result in mould growth and further damage could occur.

If the vehicle is attended to promptly, we may be able to minimise damage and reduce restoration costs.

Water damaged vehicles can be placed into either of these two categories: **general water damage** and **black water damage** (detailed below), this determines which restoration procedures should be applied to achieve the optimal result.



Types of Water Damage

1. General Water Damage is classified as rain water that has entered through an open window, roof or door. Early treatment may only necessitate drying of the interior, followed by a detailed clean.

2. Black Water Damage is classified as water entering due to a flood or water inundation event. As such, it contains a substantial amount of contaminants, all of which can be dangerous if not dealt with promptly.

Black water contaminated vehicles may require a more extensive restoration process including removal of seats and carpets, thorough drying and the application of an antimicrobial agent.

MOULD DAMAGE

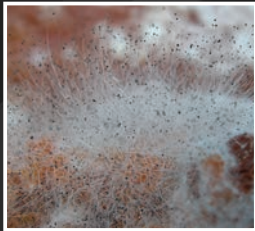
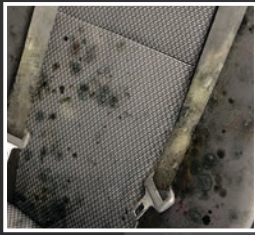
As a leader in its field, Juvenaïre has trialled and implemented mould removal methods which through stringent testing has proven to be the most successful within the restoration industry.

Benefiting from Juvenaïre's experience and with specialist mould removal cleaning agents, we provide cost effective mould removal techniques to restore contaminated vehicles.

A vehicle damaged by either general or black water can also cause serious mould growth. Mould will grow on any surface that provides moisture and a food source. This ultimately affects vehicle carpets, upholstery and other porous materials.

The hair like strands of the mould spore (the hyphae) can permanently damage upholstery.

Additionally, the spore itself is known to cause health issues if inhaled. This is why it is vital to have mould contaminated vehicles meticulously treated. The restored vehicle can then be returned to its owner, rest assured that the vehicle is now completely safe for use.



Overview of general processes associated with each category of water damage:

1. General Water mould damage treatment involves the drying, cleaning and micro-misting of the vehicle, followed by detailing.

2. Black Water mould damage treatment may require the additional removal and treatment or replacement of affected interior parts, drying, cleaning and micro-misting of the vehicle (with specialist mould removal cleaning agents) followed by detailing.



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FIRE & SMOKE

A vehicle exposed to fire and smoke will suffer from soot residue that permeates surfaces such as seats, door panels, the dashboard, wiring and carpets.

The issues associated with a vehicle affected by fire and smoke is not only the residue left on all surfaces but the smoke odour that permeates into the porous materials. Smoke odour is extremely difficult to remove.

A vehicle affected by fire, smoke and soot damage may require extensive decontamination. This may include the removal of car seats and carpets.

Following this, we employ thorough cleaning methods to remove the soot source and use ozone gas technology to remove lingering odours. This methodology can often restore a vehicle to its pre-loss condition.

ODOUR CONTAMINATION

Odour may be caused by the following:

Wet surfaces

Mouldy surfaces

Forensic and bodily fluids

Smoke residue and fire damage

Food

Protein odour



As odour can be difficult to eliminate, vehicles will be assessed individually to:

- 1) discover the source of the odour
- 2) remove, clean and decontaminate the source with specialty cleaning products
- 3) determine if micro-misting or ozone gas technology is required to eliminate the odour.

FORENSIC & BODILY FLUIDS

Forensic clean ups include the decontamination of surfaces affected by blood or bodily fluids. It is extremely important to ensure a thorough remediation procedure is implemented to avoid health and safety concerns.

When restoring vehicles affected by bodily fluids, a stringent procedure has been formulated by our project managers to protect the restoration technician from possible contraction of pathogens that can cause HIV, Hepatitis B or C.

This process is extremely important and may require affected surfaces to be removed and disposed of or incinerated. Depending on the type and level of contamination, surfaces may be cleaned with enzyme technology products.

Enzyme based products allow for the proteins in the contaminant to be digested, leaving the surface clean and safe. These products are only effective on hard surfaces that are non-porous.

If bodily fluids are left untreated, they can create a protein odour. Protein odours can be difficult to eliminate; the sooner it can be treated, the better the chances of removing the odour.



A snake that had climbed up into the engine bay of a vehicle, had to undergo a thorough clean-up process.



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METH TESTING & DECON

If methamphetamine has been smoked inside a vehicle, it can leave behind harmful residue which is invisible to the naked eye.

Exposure to either the product or its residue can lead to various health issues.

Juvenaire has an understanding of the correct methamphetamine clean up procedures, and follows the Government's meth clean up guidelines.

Our team collect samples from multiple surfaces within the vehicle. The samples are then sent to a certified laboratory.

The laboratory identify the levels of contamination. Juvenaire then formulate a thorough remediation plan to successfully decontaminate the vehicle.

Juvenaire has numerous years of experience and understanding in methamphetamine decontamination.

Our experienced technicians have extensive specialised training in decontamination methods and remediation procedures.



SHARPS

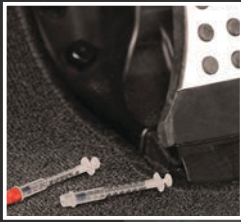
Every vehicle that we receive for decontamination undergoes an initial assessment for the identification of the type and level of contamination and to thoroughly sweep for sharps.

This sweep is necessary to comply with Workplace Health and Safety Policies and to allow for a safe work environment for the technician working on the vehicle. Every project will have this stringent safety protocol initiated before any further works are commenced.

Sharps are objects or devices with sharp points or edges that may cut or pierce the skin. Some examples are: needles, syringes, blades, pipettes and pipette tips, razor blades and broken glass.

People who may use needles, syringes and sharps could be any of the following:

- A diabetic
- Steroid user
- Image enhancing drug user
- Illicit drug user



Whether it is used by a diabetic or by an illicit drug user, all sharps can pose a significant health risk if it comes into contact with the skin.

If exposed, a person may contract serious diseases such as tetanus, hepatitis B/C and HIV. In addition, some sharps may be contaminated with human blood or body fluids and micro-organisms, therefore needs to be disposed of with great precaution.

A successful methamphetamine clean up involves meth testing (pre and post) and meth samples.



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ASBESTOS

Vehicles that are contaminated with asbestos are difficult and complicated projects.

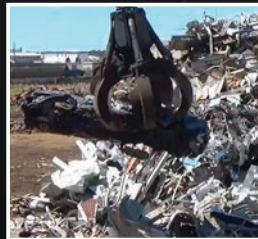
Asbestos being fibrous in nature and harmful to human health requires stringent Workplace Health and Safety processes all in accordance with Asbestos regulations. Its fibres are microscopic and if inhaled may cause serious health issues.

Asbestos can be present in vehicles for many reasons. Some of which are:

- Exposure of fibres during transportation
- Old building containing asbestos collapses and releases fibres to the vehicle nearby
- Accidental placement of the material into vehicle

In some cases, vehicles may need to be decontaminated and disposed of. Juvenaire will oversee the entire process, from decontamination & crushing, to disposal.

Asbestos contaminated vehicle disposal case



Juvenaire have disposed of an asbestos affected vehicle. The car was severely compromised when the roof of the building housing the vehicle collapsed. Asbestos fibres were present in high concentrations and the vehicle was required to be crushed and disposed, to avoid further exposure to the material.

All vehicles contaminated with asbestos will be removed from site in accordance with Asbestos regulations. **The following processes will then be implemented:**

- 1) Containment
- 2) Decontamination and Removal
- 3) Testing
- 4) Disposal

All asbestos contaminated vehicles that are crushed will have certificates provided at the conclusion of the project.

FUEL & OIL SPILLS

Fuel and oil have a specific, strong odour that can permeate through a car if spilt. Depending on the size, type of contamination and time elapsed since occurrence, the odour may be difficult to remove.

Juvenaire's Auto-Decon procedure may include removal of the sub-floor or material directly affected by the spill. It then undergoes treatment to remove the odour.



NEED OUR AUTO-DECON SERVICES ?

Contact us to make an appointment - **1300 550 960** or send all claims to **claims@juvenaire.com.au**

Send your vehicle or have a Juvenaire representative assess your vehicle. Our address is 10/93 Burnside Road, Stapylton QLD 4207 or request a quote by trained technicians via **1300 550 960**

An expert will assess your vehicle and provide a report

Juvenaire will prepare a detailed quotation/budget

Please note that the assessment of your vehicle can take up to 3 days from the day of acceptance.



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**A DISCREET
SERVICE**



**FULLY TRAINED
TECHNICIANS**



**SAFE & THOROUGH
DECONTAMINATION**

**For any questions or clarifications contact Juvenaire
on 1300 550 960 or
send us an email at claims@juvenaire.com.au**

**Our service areas include the Greater South East:
Brisbane, Gold Coast and Sunshine Coast.**



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No Weak Links
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