

## Our Story

One Hour Plumbing has a history spanning more than 30 years that has brought together some of the best-known names in the Services and Building industries. With our roots firmly planted, the company has grown organically by acquisition and diversifying into a number of complementary services. These services are provided to business, industry, government and may be offered individually or in an integrated package to best meet client needs.

The business grew rapidly due to the work ethic, customer satisfaction and attention to detail applied to all jobs. One Hour Plumbing has been named one of Sydney most honest and reliable company on Sydney's North Shore. The founder of One Hour Plumbing Mr Stephen Ware has always been committed to provide old fashion service and attention to detail.

Over time One Hour Plumbing has expanded its services to include, building and facilities management. We also offer a 'one-stop-shop' for property maintenance solutions, plumbing, electrical and building services.

One Hour Plumbing employs only highly qualified and experienced technicians with significant industry experience. A central feature to the company's success is the ability to keep pace with technical advancements and the changing demands of the maintenance and building industry. The ability to meet time constraints and understand the importance of the client's requirements is attributable to the company's dedication.

The business is **'built on old fashion service'** and has now expanded to offer maintenance and building services all year round 24 hours a day.

**ONE  
HOUR  
PLUMBING**

## Our Vision and Values

The One Hour Plumbing brand is about adding value everyday. Our vision and values influence all aspects of how we do business, from our management approach through to the relationships we develop with our clients and our everyday work ethic.

We strive to create value for our clients by providing the best managed service and building solutions.

The values that we live by:

### **Solidarity**

- We will work in a spirit of partnership with our clients demonstrating a sincere interest in their business and a genuine desire to help them achieve their business objectives.

### **Reverence**

- We will treat our clients with respect and demonstrate professional standards that are deserving of reverence in return.

### **Guidance**

- We will continually strive for market leadership in the services we provide, adopting a position of expert industry knowledge.
- We will exhibit guidance through the ethical standards by which we work.

### **Liability**

- We will be liable at all times for the services we provide and ensuring we are attuned to the needs of our clients.

### **Audacity**

- We will have the audacity to take measured risks and use our initiative in seeking the best solutions for our clients.
- We will have the audacity in recognising where improvements can be made to our client service and seeking out alternative solutions.

**ONE  
HOUR  
PLUMBING**

## Our Services

One Hour Plumbing has specialised in many residential, commercial and industrial projects. Extensive knowledge of the building industry has enabled us to be both efficient and resourceful.

As a business to business service company our main focus is on getting the job done with a minimum of fuss. This is achieved via our outstanding people and state-of-the-art systems.

The size and scope of One Hour Plumbing means we have the capacity to offer businesses a value for money 'one-stop-shop' solution for a wide range of services.

One Hour Plumbing expertly manages and delivers integrated and tailored service solutions in the following areas:

- Commercial
- Industrial
- Government
- Residential

Our services include:

- Plumbing
- Major and Minor Works for Sydney and Hunter Water
- Electrical
- Building (including: Fit-outs & Refurbishments)
- Fire Protection Service
- All types of maintenance work

We offer each of our clients a joint service review that allows us to continually assess the service delivered. This review ensures that the best possible service is delivered and the ability to identify any additional needs or requirements.

Understanding the needs of the client has seen One Hour Plumbing become one of the industry leaders in providing a full suite of services and maintenance solutions to many sectors of various industries.

**ONE  
HOUR  
PLUMBING**

## Our Services - Plumbing

One Hour Plumbing specialises in:

- Blocked Drains
- All Water Leaks
- Taps and Pipes
- Hot Water Services
- Pools and Spas
- Jet Blaster
- CCTV Inspections
- Sub Division Works
- TMV Valve Services
- Minor and Major Works Sydney and Hunter Water
- Roofing Repairs
- Gas Works
- Fire Services
- Gutters and Down Pipes
- Kitchen Renovations
- Bathroom Renovations
- LPG Installations
- Back Flow Valve Services
- Solar and Renewable Energy Works

One Hour Plumbing can provide the above services to strata management, residential, government, commercial and industrial clients.

Some of our services include:

- Emergency fast service calls 24 hours, 7 days a week on **1300 663 468**
- Expert plumbing repairs and installations
- Blocked drains cleared and inspected
- High pressure water jet (Root Cutting)
- Closed circuit television inspection and tracing
- Electronic pipe location and leak detection
- Broken water, gas, sewer & stormwater pipes traced & repaired
- Taps and toilet cisterns - installations and repairs
- Hot water systems – servicing & installations
- Roofing and guttering – installation, repairs & clearing
- Natural Gas and LPG Gas - installations & repairs
- Water filters – service & installations
- Backflow prevention devices – installations & testing
- Thermostatic mixing valves – installations & testing
- Fire hydrants and hose reels – service, repairs & installations
- Air Lines
- Trade waste – grease & silt arrestors
- Pump – service & installation
- Preventative maintenance
- Water Conservation – design & installation
- Sub Division Works
- Excavation Works
- Minor and Major Works for Sydney and Hunter Water
- Water Main Construction
- Sewer Main Construction

**ONE HOUR PLUMBING**

## Our Services - Electrical

One Hour Plumbing is able to offer all aspects of electrical work. Our years of experience in electrical services have enabled us to provide tailored services to a wide range of clients. We have a team of highly trained service technicians who are dedicated and committed to continuing technical development in safety and quality standards.

These are a few of many services One Hour Plumbing is able to provide our clients:

### Residential

- Ceiling Fan Installation / Maintenance
- Breakers and Fuses
- Code Corrections
- Outlets and Circuits
- Track and Accent Lighting
- Service Panel Upgrades
- High-Tech Troubleshooting
- Dedicated Computer Circuits
- Data / Communication Lines
- Lighting Design & Maintenance
- Security & Landscaping Lighting
- Surge Protectors
- Motors
- Exhaust Fans
- Electric Water Heaters
- Transformers
- Smoke Detectors
- Ground Fault Interrupt Circuits
- Appliance Circuits
- Hot Tubs and Spas

### Corporate

- Priority Dispatching
- Outdoor / Parking Lot Lighting
- HID Lighting and Control
- Lighting Design
- Motors
- Transformers
- Isolated Computer Circuits
- Data / Communication Lines
- Cat 5 & Cat 6 Cabling
- Ballast / Lamp Replacing
- 1 Phase / 3 Phase Circuits
- Specialty Receptacles
- Motor Controls / Lighting Contractors
- Sign Repair
- Twist Lock Receptacles

**ONE  
HOUR  
PLUMBING  
ENGINEERING**

## *Our Commitment*

### **Quality**

One Hour Plumbing is committed to quality. Quality is as much an attitude and a culture. It is more than a set of folders and programmes.

Evidence of our commitment to quality is that we maintain effective long-term relationships with clients. Most of our commercial clients have been with us for more than a decade with our residential clients for more than ten decades.

Our client retention rate is over 95% which is remarkable when you consider the list of clients we have.

Naturally, we also have in place documented quality management procedures to cover the performance of products and services in our operations.

### **Operating Goals**

- Conduct all corporate relationships according to the highest moral and ethical standards.
- Seek long term relationships with our clients, based upon quality of service, not on lowest price.
- Continue to improve the quality of service to all of our clients.
- Establish and retain a high skilled work force using high standards of selection.
- Respect the dignity, rights and contributions of our employees and ensure equal opportunity and affirmative action at all staffing levels.
- Continue to improve the workplace environment.

## Our People

Our people are proud to work for One Hour Plumbing. We are one of Sydney's oldest companies in the Services and Building industries with over 30 years experience.

At One Hour Plumbing, our people are vital. They are the key to a successful relationship with our clients. Our staff cover 24 hours a day, 7 days a week shifts in a range of environments.

We recognise that every one of our employees contributes to the reputation and performance that One Hour Plumbing enjoys as a market leader. Our strength is founded in the knowledge, skills, work ethic and energy of our people.

We know recruitment, we know training and we know how to foster an environment of self-development to ensure that our people are skilled in their work and are responsive to the needs of our clients.

Our clients often comment about the consistency in our service delivery. The key to delivering consistency is to start on the right footing. Carefully tailored mobilisation plans ensure a seamless integration of committed, well-trained and responsive One Hour Plumbing people into relevant levels of our clients' business.

Thereafter, it is about listening and learning. You cannot plan that - it is just inherent in our culture.

**ONE  
HOUR  
PLUMBING**



## Quality Management Policy

The primary objective of One Hour Plumbing is to maintain a leading position within the building and services industries.

Associated with this objective is the recognition that our clients expect services to be supplied to the highest levels of quality, at a reasonable price, within an acceptable and agreed time period and that compliance with relevant standards and specifications have been achieved.

To ensure these requirements are achieved with discipline and consistency and to create an environment of continuous improvement, we are committed to the implementation and maintenance of an integrated business management system.

In doing so we will ensure that our documented system:

- Is appropriate for the purpose of the organisation.
- Establishes and maintains a continuous improvement in the work environment.
- Provides a framework for the regular review of objectives to be communicated and understood at all levels in the organisation and is reviewed for continuing suitability and effectiveness.
- Is fully compliant with relevant Standards Code and Practices.

*One Hour Plumbing Pty Ltd  
is fully up to date ISO accreditation ISO 9001:2000 guidelines.*

**ONE  
HOUR  
PLUMBING**

## Occupational Health & Safety

One Hour Plumbing recognises that it has a primary responsibility to avoid or minimise the risk of injury to any person from the conduct of its business. It will comply with the provisions of the Occupational Health and Safety Act and associated statutory requirements.

One Hour Plumbing have an ongoing commitment to provide safe practices of work to ensure that as far as reasonably practical a safe working environment is maintained for employees, clients and visitors.

### **Management is committed to:**

- Providing the resources, skills and training necessary to assist our employees to maintain a safe and healthy work place including the environment, equipment and system of work.
- One Hour Plumbing will monitor and manage compliance with our Occupational Health & Safety Management objectives and ensure a timely and effective response to non-compliance.

### **Our Employees and Clients are:**

- Expected to meet their obligations to protect the health and safety of themselves and others at work.
- To perform their assigned duties in accordance with accepted safe working practices.
- To provide North Shore Management all information necessary to protect the health and safety of all stakeholders.

**ONE  
HOUR  
PLUMBING**

## Why Choose Us?

The beginning of any successful relationship should commence with a detailed discussion about your key issues and challenges. Only then will One Hour Plumbing effectively respond with a tailored solution. That tailored solution will be delivered as a product of having the culture, people, tools and worth to do the job.

This is our motto – ***“Built on old fashion service”***. We work in a spirit of partnership with our clients with a shared goal of increasing efficiency and profitability.

Naturally we aim to be the best in our craft, in each of our single service disciplines. Our industry knowledge, depth of experience and technical expertise allows us to deliver customised solutions ensuring real value. Our role is to add value to client operations and support client success.

We seek long-term relationships with our clients. Often by starting with a single service but over time it is not unusual that the commercial relationship extends to an integrated services package.

One Hour Plumbing has developed its own proprietary systems to support our Services and Building objectives. These are our distinctive competitive advantage, given they are robust real life, proven and hardened technologies.

### **Our goal: a seamless transition**

One Hour Plumbing has managed transition programs in a variety of market sectors for a wide range of clients. In many instances, the transition process has involved large numbers of employees, multi-disciplined activities and sensitive industrial relations issues.

We work to fully understand your unique requirements enabling our committed project team and support staff to deliver a smooth and rapid transition from current operations to One Hour Plumbing at the chosen site.

Throughout the transition phase our goals will be:

- Appropriate implementation of new and existing equipment and systems.
- Open communication of all appropriate and relevant information between One Hour Plumbing and your company.
- Minimising risk to the company.
- Implementation of a joint communication strategy.

**ONE  
HOUR  
PLUMBING**

Some of Our Clients:



**ONE HOUR PLUMBING**

Some of Our Clients:



**ONE HOUR PLUMBING**

## Contact us

### One Hour Plumbing

A Division of Ware Holdings NSW Pty Ltd

ABN 54 141 406

Lic No 80251C

1/15 Orchard Road Brookvale 2100

Phone: 1300 663 468

Fax: 02 99051666

[info@onehourplumbing.com.au](mailto:info@onehourplumbing.com.au)

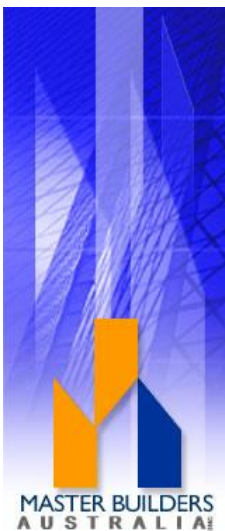
[www.onehourplumbing.com.au](http://www.onehourplumbing.com.au)

Members of:



Master Plumbers  
Association of NSW

"SERVING THE NATION FOR OVER 100 YEARS"



HIA members  
the best in the business



Reed Information Services  
leading business intelligence

# ONE HOUR PLUMBING