



# Capability Statement

DOOR BY DOOR



ASSA ABLOY

[spencedoors.com.au](http://spencedoors.com.au)

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Trading as  
Spence Door Products

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# What's Behind a Spence Door?

The name Spence Doors has been synonymous with high quality workmanship since 1951. Today, Spence Doors have the experience, skilled tradespeople and leading edge technology to create competitively priced door for any and all applications.

Whether your focus is security, safety, fire and smoke control, acoustics, privacy, style, scale, sustainability, or longevity, Spence Doors delivers. Each one of our doors is individually designed and manufactured to provide an exact fit for purpose.

Specialist needs are our forte; non-standard is never a problem. Our commercial experience spans hospitals and health care, office blocks, fast food outlets, high occupancy buildings, education, industrial, correctional and defence. Our long history and experience also covers high-end and high-rise residential.

You can rely on Spence Doors with absolute confidence. Whether you're an architect, engineer, or builder, we'll bring your vision to life, overcome your complex challenges, and transform the technically though into the refreshingly simple.

Our team of skilled professionals and tradesmen adds value at every stage – providing design and technical consultancy; high quality, local manufacturing; easy installation; inspections and certifications; and full warranty support.

## Spence People

We understand that good people are our greatest asset and have a first class team of people in all department. With a stable work force we are able to create strong relationships with our clients and build for the future.

### **Evan Herbert** QLD STATE MANAGER

Spanning approximately 15 years, Evan's tenure within the building industry, particularly in the aluminium industry (including doors and windows), adds to Spence Doors' wealth of experience. Evan has managed businesses at a state level, implementing processes and systems that have lead to successful outcomes throughout his career, and brings valuable leadership qualities to the team in Queensland

### **Phil Hayward** OPERATIONS MANAGER

Qualified sheet metal worker. Phil's responsibility is to coordinate the manufacture and delivery of pressed metal door frames, flush panel doors, fire doors, and overall responsibility for the quality control and manufacturing procedures. Phil has 18 years experience with Spence Doors covering such areas as despatch, door manufacture, frame manufacture, frame design, quality control and management of all operations.

### **David Crick** CONTRACTS MANAGER

QBCC License (Passive Fire Protection, Fire Doors and Shutters) - Nominee Supervision. David has over 25 years experience within the industry and leads a team of 5 Project Managers (QLD), managing the day to day requirements of our clients. David's knowledge and ability to anticipate the client's requirements is second to none and he is widely recognised as an industry expert

### **Rod Allen** QLD SALES MANAGER

QBCC License (Passive Fire Protection, Fire Doors and Shutters) - Nominee Supervisor. Rod has almost 30 years experience in supply of commercial building projects to the industry, including 14 years at Spence Doors, as Project Administration, Estimator, Architectural Consultant, After Sales & Certification Manager, Fire & Smoke Door Consultant & Certifier. Rod fulfils the role of QLD Sales Manager, specifically overseeing the QLD commercial tendering division; and manages the Brisbane branch and One Stop Trade division, as well as Technical Development, Specification writing, consultancy, and Queensland Marketing.

### **Estimation Team**

The Queensland Estimating team consists of people with trade backgrounds and years of experience in the commercial door and frame industry; offering qualified and professional tender quotations, with fit for purpose and budget aspect at the forefront; offering everything required for a complete package.

### **David Kelleher** INSTALLATION MANAGER

With a trade background in Cabinet-making, and experience in systems implementation, Dave joined Spence in 2007. As a Project Administrator, Dave has worked on some of the state's major hospital and infrastructure projects, and progressed to a senior position in this role. An integral part of state-of-the-art administrative and production systems at Spence; he has continued as part of the team, in keeping Spence the industry leader. Currently the Installation Manager in Queensland, Dave brings together Spence Profiling system with door, frame and hardware supply to produce the best on-site installation solutions for projects of all types and size.

## Mission Statement

### Spence Doors:

- Seeks to be the leading supplier of doors, pressed metal door frames and joinery to the commercial building industry.
- Are committed to recognising and understanding our customer needs and requirements to provide fit for purpose solutions and develop a mutually beneficial long term relationship.
- Personnel are dedicated and professional, committed to caring for their customer needs.
- Employees shall be rewarded fairly and equitably for effort and encouraged in their personal development to promote a stable highly-engaged and productive working environment.
- Is focused on continual improvement and setting new benchmarks for door innovation and quality through materials, people and processes.

Door manufacturing factory (Sunshine Coast QLD)  
Pressed metal frame factory (Sunshine Coast QLD)  
Timber joinery factory (Sunshine Coast QLD)  
Sales, estimating, door and frame shop (Brisbane QLD)  
Door manufacturing factory (Melbourne VIC)  
Pressed metal frame factory (Melbourne VIC)  
Door manufacturing factory (Queenbeyan NSW)  
Door manufacturing factory (Adelaide SA)  
Door manufacturing factory (Perth WA)  
Sales and estimating (Sydney NSW)

With local and Australia wide manufacturing, Spence Doors are capable of committing to large volumes of projects at one time while still offering consistency of service and quality. Our Australia wide operations have over 220 employees in manufacturing, project management and support staff, with approximately 100 of those based in Queensland.

## True project partners

Spence Doors have for many years served the construction industry, commercial and residential, with the supply of steel door frames, supply and installation of flush panel doors and fire doors. Ranging from a single door to many thousands for large commercial projects.

### Industries Served

#### Construction Industry

- Commercial
- Industrial
- Mining
- Residential

#### Maintenance

- Inspection and maintenance of Fire Doors
- Replacement of Fire Doors and Smoke Doors

#### Export

- PNG, Fiji and others

### There's a Spence door for every application

If you require doors that go beyond the scope of standard specifications, Spence Doors offer a range of special purpose doors including doors for fire separation, hospital x-ray rooms, prison security, sound studios, laboratories and clean rooms. In addition, we can work with you to add special materials, reinforcing plates, cut-out sections, hinging details, special mouldings, privacy flaps, proprietary vision panel systems, door frames and furniture to suit your particular needs.

### Combining craftsmanship and technology

Spence Doors combine state-of-the-art processes and equipment with traditional craftsmanship and experience to provide the answers to even the most complex design problems. Working closely with architects, specifiers and builders and continuously developing our processes has allowed Spence Doors to remain at the forefront of door manufacturing technologies and applications.

### Spence Doors has a wealth of experience in the technical aspects of door design and manufacture

So we can offer sound advice to builders and specifiers who need a non-standard product.

## Products and Services

#### Health / Aged Care

- Operating Theatre / Ward Doors
- Mental Health / Seclusion Doors
- Hyperbaric / Hygiene Doors
- Pharmaceutical doors
- Disable Access / Reduce Swing Doors
- Paint-Grade / Stainless Steel Door Frames

#### Correctional / Detention

- Cell Doors
- Semi-Secure / Seclusion Doors
- Fully Galvanized Door Frame
- Fully Galvanized Gates

#### Education

- Classroom Doors
- Finger-Safe Doors & Frames
- Music Room (Acoustic) Doors
- Amenities Doors
- Storeroom Doors
- Stable Doors

#### Hospitality & Retail

- Motel Doors
- Hotel & Bar Doors
- Commercial Kitchen Doors
- Café/Fast-Food Restaurant Doors

#### Residential

- Entry Doors
- Entry Fire Doors
- Pre-Hung/Pre-Finished Doors
- Cavity Pockets & Sliding Doors
- Hollow Core Doors
- Ezy-Jamb Systems

#### Industrial/Commercial/Infrastructure

- Security/Metal-Clad Doors
- Access Doors
- Smoke Doors
- Fit-Out (Office) Doors
- Cyclone-Tested Doors
- Substation/Energex Doors
- Water Treatment Plant Doors
- Electrical/Comms Cupboard Doors
- Train/Bus Station Doors
- Industrial Fire Doors

#### Steel Door Frames

- Zincaanneal Steel
- Galvabond Steel
- Powder-Coated (Mild Steel)
- Stainless Steel 2-b Paint Grade
- Stainless Steel 304 No 4 Grade
- Stainless Steel 316 Grade
- Custom Profiles

#### Optional Extras

- Vision Panel (Suit all door types)
- Air-Relief Grilles (Flush Panel & Fire Door)
- Proprietary Door Protection
- Proprietary Frame Protection
- Stainless Steel Kick Plates/ Push-Pull Plates (Flush Set)
- Finishing: Pre-Primed/Painted/ Sealed; Fully Encapsulated
- Installation (Frames/Doors/ Seals & Hardware)
- Sustainable Source Materials (Responsible Wood/Green Building Compliant)

#### Proprietary/Specialised Doorsets

- Fully Encapsulated Doors
- Radiation-Resistant (Lead-Lined Doors & Frames)
- Access Panels/Hatches/Pass-through Panels
- Acoustic Doors & Frames (Tested & inclusive of seal sets)
- Interconnection Doorsets (Hotel Rooms)
- Fire-Rated
- Acoustic

- Metal Clad Doors
  - » Zincaanneal Steel
  - » Galvabond Steel
  - » Stainless Steel
  - » Checker Plate
  - » Colorbond
  - » Aluminium
- Fire-Rated Doors & Frames (Residential & Commercial)
  - » Hinged (Pairs & Singles)
  - » Double-Action/Pivot (Pairs & Singles)
  - » Souble Egress (Pair)
  - » Sliding

#### Services

- Project Design/Consultancy/ Specification
- Estimating (Supply Only / Supply & Install)
- Product & Installation Project Management
- Door / Frame Maintenance
- Facility Maintenance
- Type 2 Inspections

We hang our hat on the clients and projects that depend on Spence Doors. We're proud of each and every job, from a single intricate door through to the industry's largest, most complex projects. We supply some of the biggest names in the business:

## Major Projects

Spence Doors have successfully supplied and managed:

- Gold Coast University Hospital
- Gold Coast Private Hospital
- Sunshine Coast University Private Hospital
- Sunshine Coast Private Hospital
- Palmerston Hospital
- Land 121 USF, Enoggera
- Lady Cilento Children's Hospital, Brisbane
- Jewel Hotel
- T.R.I Building, P.A Hospital
- Mackay & Cairns Base Hospitals
- Oakey Army Aviation Centre
- Growler Facility, Amberley
- Ipswich Hospital Oral Health, Hervey Bay & Bundaberg Oral Health
- RAAF Base, Tindal NT
- Robina Health Precinct
- Toowoomba Hospital
- Townsville Correctional Centre (Men's & Women's)
- Darwin Prison
- Supreme Magistrates Court
- Suncorp Stadium

## Major Clients

Lend Lease (Abigroup / Boulderstone)  
Watpac  
Superior Walls & Ceilings  
North Australian Contracting  
Hutchinson Builders  
North West Commercial Interiors  
Badge Construction  
Total Constructions  
Cockram Constructions  
Multiplex  
Woollam Constructions  
Vealstruct



## Customer Service and Relationships

Spence Doors believes in customer care and relationships offering satisfaction above and beyond the industry standard. We provide our customers with a wealth of experience with our Project Management and Site Services Teams who can respond to any situation with advice and solutions.

### Spence Doors provide:

- One person contact for all Project Management
- Design and compliance advice before the goods are supplied
- Detailed shop drawings
- After sales service
- Fire door inspections and certifications with our own QBCC licenced inspectors
- Full maintenance manuals with all required warranties.

## Improvements and Innovation

Spence Doors is always looking to improve our manufacturing processes offering better service with increased quality, faster response and better solutions.

Innovation is at the forefront of how Spence Doors think and we have recently offered the industry a new service called 'Door Profiling'.

Door Profiling is the feature of door supply and installation with precision electronic measuring and off-site factory door preparation ready for fast no-fuss guaranteed to fit installation.

### The Advantages:

- All doors are site measured
- Factory machined precision
- Reduces labour costs
- Eliminates poor and non-compliant installation
- Reduces health and safety concerns with traditional installation methods
- Saves time
- Minimises damage to doors
- Professional
- Guaranteed to fit



## Safety / Environment / Quality

Spence Doors currently operates our own inhouse procedures for Safety, Environmental Protection and Quality control. Spence Door has always followed best practices in all diciplines with proven track record in all.

### Spence Doors accreditation and memberships:

- WADIC - Window and Door Industry Council Membership
- ICN – Platinum Membership
- FPA – Fire Protection Association Australia – Corporate Gold Membership

## Insurances

Combined General Liability – Public & Products Liabilities  
Limit \$20,000,000.00

Professional Indemnity  
Limit \$2,000,000.00

Work Cover QLD (Workers Comp)  
Policy No WCA940902477  
Insurer Work Cover QLD

Construction Insurance  
Limit \$100,000.00

## WORKING WITH INDUSTRY AND OTHERS

Spence Doors are proud to be Gold Corporate Members of the FPA ensuring the best possible fire protection is maintained and given at all times. Previous input to the Technical Advisory Committees (TAC) have helped move the industry forward and offer legislators our expertise and knowledge to best support the industry and the public.

## Social Responsibility and Association Membership

Spence Doors has always taken the lead in embracing sustainability and management of our raw material as a Social Responsibility to preserve our resources and protect our environment for the future. Spence Doors were one of the first door companies to become accredited with both the Forestry stewardship Council (FSC) and Programme for Endorsement of Forest Certification (PEFC), Australian Forestry Standard (AFS).

As a manufacturer, this accreditation offers full 'Chain of Custody' ensuring our customers can be assured of the final products validity.





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