



Maintaining the high rise end of
Australian cities



Injecting Brands into the
physical World.



SINCE 1994



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Australian cities

SERVICES

- High Rise window cleaning
- Height Safety Solutions
- Anchor Point testing and Maintenance
- Rope Access/Abseiling
- Rigging and steel erection
- Architectural Cladding
- Building inspections and reports
- Pressure Cleaning
- High rise painting
- Water leak repairs
- Concrete cancer repairs
- Swing stage and scaffold
- Lift Shaft Maintenance
- Mechanical strip outs & Demo



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SERVICES

- LED Signage and Screen solutions
- High Rise signage
- Company brand solutions
- Way finding and statutory signage
- Vinyl graphics and Digital printing
- Pylon Signs
- Neon design and manufacturing
- Scheduled preventative maintenance
- On demand 24h maintenance
- Site surveys and reports
- Project management
- Permit management
- Installation
- Public Art Installations



HIGH RISE WINDOW CLEANING

Through the use of modern and innovative commercial window cleaning techniques, Awkward Access is confident that our highly experienced team has what it takes to get your job done. Our versatile and modern approach towards commercial window cleaning includes the use of Building Management Units (BMU), Swinging Stages, Industrial Rope Access (IRA or abseiling), Purified Window Washing System, and many more.

All Awkward Access's Window Cleaning abseil technicians are highly experienced and vigorously trained and certified to the highest standard of rope access abseiling techniques. Our operators have undergone training with such competent organizations as IRATA and ARAA. We make sure all our equipment is regularly inspected and maintained and all abseil works are conducted to the highest safety and quality standards.

We service many of Sydney and Melbourne's A-Grade high rise buildings. Our vast portfolio in commercial window cleaning and façade maintenance includes iconic structures such as the Sydney Opera House, Queen Victoria Building (QVB), The Star, 201 Elizabeth St Sydney, 55 Clarence St Sydney, 100 Market St Sydney (J.P. Morgan Building), Eureka Tower Melbourne and many more.

Our skilled rope access team can review your commercial window cleaning requirements and provide market competitive quotes.

HEIGHT SAFETY SOLUTIONS

Our highly experienced team at Awkward Access can design, supply, install and certify a wide range of height safety systems to suit your specific needs and to AS/NZ Standards. We provide access solutions and services to difficult to reach areas, without the need of scaffolding, staging or other costly forms of access. Our access services are suited to domestic, industrial and commercial projects.

We are accredited installers of Capital Safety Systems who lead the height safety market with brands such as SALA and Protecta. We work closely with their design teams to ensure that collaboratively we deliver specific height safety, fall protection and access systems for our customer's requirements.

Our height safety access solutions systems and services include:

- System design and consultation
- Horizontal life lines
- Walkways
- Ladder systems
- Guard rail fencing
- Fall arrest anchors



ANCHOR POINT TESTING AND MAINTENANCE

Awkward Access installers can regularly test and maintain your height safety system. Awkward Access systems comply with the National Code of Practice for Safe Working on Roofs and comply with AS/NZS 1891.4:2009. All installations are carried out by qualified technicians and are fully insured.

Australian Standards require an inspection of anchorage systems at least every 12 months to maintain certification. Manufacturers sometimes specify more frequent inspections and if anchor points have been used to arrest a fall, they require a further inspection.

Awkward Access is qualified to inspect and recertify your existing anchorage systems so that you are fully compliant with both Australian Standards and WHS legislation. If you are not sure when your anchorage system was last certified, check the tag that should be attached.

During recertification, our technicians will visually inspect the anchor points, fixings and the material to which they are attached, checking for wear and tear or damage using specialist calibrated testing equipment. Load limits will be tested and static line tension assessed for successful certification.

Awkward Access inspects anchorage systems in line with AS/NZS 1891.4:2009 (industrial fall arrest systems and devices) and AS/NZS 4488.1:1997 (industrial rope access systems). You will be provided with a full inspection report to show that the system is compliant with Australian Standards. Your anchor points all must provide a secure point of attachment and be capable of supporting your fall protection system loads.

ROPE ACCESS/ABSEILING

Awkward Access is an industrial rope access operator specializing in providing a comprehensive package of Inspection, Maintenance, Repair and Operational Services to a wide range of industry groups throughout Australia which range from multinationals to private individuals covering work from major operations to one-off projects.

Rope access systems can be installed and dismantled quickly. They are removed from site at end of each day. Rapid installation and dismantling of the rope access systems does not cause any disruption to building tenants, pedestrians and traffic flow.

Rope access is a practical, safe solution with the ability to solve difficult access problems that might otherwise absorb a disproportionate amount of time and money.

Our highly skilled team have advanced knowledge in all aspects of abseiling and can proudly say that our quality services and 100% safety record go hand in hand. Our team of rope access technicians provide a flexible, safe, and cost efficient alternative.

All in all, industrial rope access is one of our most popular services we offer and we are well known for our unique ability to do the job that others just can't.



RIGGING AND STEEL ERECTION

Our extensive experience from the Industrial lifting sector helped our clients to solve problems where cranes, helicopters and other means of lifting provided itself impossible or too costly.

We will inspect your site, develop lifting plan based upon your budget, design a lifting system and lift required items to the location. We are currently completing the erection of four 38m stadium light posts and the full erection of a steel cantilevered stadium roof covering 1500 people.

We have done many lifting operations in remote areas with helicopters and we have both, skills to land your equipment anywhere in safe manner. Lifting by use of Rope Access methods and advanced rigging techniques can be a safe and cost effective way to complete your rigging needs.

ARCHITECTURAL CLADDING

Awkward Access began work in the installation of architectural cladding systems such as Alucobond and Alpolic over 10 years ago.

Awkward Access expertise and service in the cladding industry is well recognised and we have performed work on a large number of high end developments for some of Australia's leading building companies. We have pleased many clients in the private sector as well as commercial from car dealerships to multi-million dollar architecturally designed homes, Awkward Access has arranged the installation and delivered their clients with a quality finish in which AA is renowned for.

The team at Awkward Access strives to maintain the highest level of excellence in its field.

Over the years we have developed great relationships within the composite sheeting industry, forming supply partnerships with the largest distributors in the world, giving us first point access to the most recent product developments and training.



BUILDING INSPECTIONS AND REPORTS

Awkward Access uses twin rope access (abseiling) to carry out spot inspections at height. It provides a fast solution to initial inspection when potential problems are identified or when the workmanship and safety of new buildings needs to be examined. We are able to provide a detailed inspection solution for those projects where scaffolding or other alternatives are impractical; typically these may be high rise buildings, bridges, towers, masts.

Rope Access has a full range of inspection services available for existing or new structures. These include:

- A simple visual inspection.
- A more in-depth inspection to examine safety and quality issues.
- Full inspections using photography and video filming.

Our experienced rope access inspection teams can provide a report that clearly presents their findings, using photographic evidence (still or video camera) and drawings to support the findings.

PRESSURE CLEANING

Pressure cleaning is a safe alternative to the use of chemicals that leaves your surface bright, clean and stain-free. It is a much underrated, environmentally friendly method of restoring facades, brickwork and footpaths to look as good as new.

Our team is fully trained in the use of access equipment for pressure cleaning of any surface, whether it be ground floor or the side of a high-rise office block.

Awkward Access has an extensive portfolio of clients who utilize our pressure cleaning services.

We conduct high pressure cleans on the following surfaces and buildings:

- High rise buildings
- Stadiums & entertainment venues
- Airports
- Railway stations
- Monuments and statues
- Low rise buildings
- Commercial building
- Car parks
- Bridges and overpasses



HIGH RISE PAINTING

At Awkward Access we use the highest quality paint from leading brands, along with our unique rope access methods to complete your high rise painting needs in the safest and most affordable way. In both interior and exterior areas, industrial rope access allows for efficient solutions for all your painting needs. Abseil Access can provide quality painters who pride themselves on attention to detail in difficult to reach areas at heights. From touch up jobs in highly visible and delicate areas through to large scale façade colour changes our meticulous staff will ensure the job is done properly, safely and with no mess.

WATER LEAK REPAIRS

With modern building techniques, finding and repairing water leaks has become a much bigger part of our scope of works, we often use Rope Access techniques to access all sorts of confined external building locations, we are able to cover entire facades in a relatively short time in order to ascertain water ingress and fix it.

In hard to determine areas we carry out water testing and have the use of fibre optic cameras to view cavities and behind cladding.

Our water leak specialists can provide photographic reports on where water leak repairs need to be carried out with the proper knowledge, equipment and materials. We just recently completed a building leak inspection/report and repair at the new Rydges Hotel in Sydney International Airport for builders Lipman. Our duty is to solve your water leak problems with our proper knowledge and experience.

CONCRETE CANCER REPAIRS

Concrete cancer is the general term for failure of pre-cast concrete sections, which have often been used in several types of buildings. Failures (defects) may include rust in the reinforcement, corrosion, cracks and spalling.

For the past 5 years, Awkward Access has offered comprehensive concrete cancer repairs. Sydney and Melbourne are where our main operating hubs are located; however, we have and will provide repair services up the entire Eastern Seaboard of Australia. Our team are well trained in the identification of the underlying issues causing your visible and structural defects. We send out a technician, who will undertake a diagnosis of the cancer, once the defects are identified we will tender to you a scope of works, a repair methodology and an estimate. We then begin the process of repairing your concrete.

In summary we remove all drummy concrete and brick work, grind back the reinforcing steel to remove all rust and treat the steel with anti-corrosive membranes (or replace the steel if required). Once the steel underneath has been treated we reinstate the visual component (bricks or render) to restore the original facade.



SWING STAGE AND SCAFFOLD

At Awkward Access our scaffolding Swinging Stages can be built to any length up to 14m and almost any shape to suit your building or project. They provide an ideal work platform for a vast range of trades including painters, glaziers, façade repairs, concrete repairs, sign installation, general repairs and maintenance.

With unparalleled management experience and superior quality equipment, Awkward Access is a leading company in the supply and contracting of scaffolding and access Solutions. We offer a complete range of scaffold equipment and a specialised workforce to customers in all market sectors. Various situations sometimes demand a certain product, therefore we have many systems available such as tube and fittings, Kwikstage, Layher and Altrex.

Our experienced industry professionals utilise customised management packages to deliver projects on time and on budget. Awkward Accesses innovative operational systems can facilitate any obstacle, including off-shore requirements and satellite yards to the most remote parts of Australia.

- On-site workforce, scaffolders, riggers.
- Modular system, stair access, accessories.
- Scaffold accessories, tube, fittings, ladders, beams, edge protection.
- Altrex rolling towers, folding units, spandek.
- A-Frame system, ladder access, accessories.
- Altrex swing stages, flexible configurations, accessories.
- Material hoists, combi lifts, winches, 100 kg to 3 tonne.

Our scaffold management package provides an efficient and accurate record of all scaffolds. Individual identification allows the system to record the scaffold description, location, erection date, and inspection dates. A weekly inventory stock take can be conducted to produce safety condition reports ensuring the proper implementation of all scaffold material.



LIFT SHAFT MAINTENANCE

Lift shaft removals and maintenance is no small task and at Awkward Access we use our industry leading techniques along with a grand gathering of experience to provide a safe, efficient and personalised service to the lift and building industries. No matter how big or small the project, we can expertly remove or decommission all types of lifts, as well as offer turn-key lift building & enabling works.

The following points cover our scope of expertise;

- All Lift building & enabling/preparatory works
- Full Lifting beam service, fitting testing & marking
- Hoardings and scaffolding
- All associated lift building work

We have built an enviable reputation for safety, service, quality and value for money – a reputation of which we are justifiably proud. We will pay particular attention to Health and Safety and we work to all relevant Lift Regulations. Our systems are always in place to ensure our clients receive a professional and safe service.

MECHANICAL STRIP OUTS AND DEMO

We have a greatly experienced team that specialise in the strip out of mechanical equipment and plant machines from all types of buildings such as High rise office towers, hospitals, industrial estates, etc. Throughout the years the team at Awkward Access have come across all types of problems/obstacles involved in the removal of redundant machinery and plant. But with our extensive knowledge and experience we have always managed to formulate and execute safe methods to overcome these problems.

We have carried out work involving the removal of the following,

- Boilers.
- Tanks.
- Flues / chimneys.
- Generators.
- Sub Stations.
- Hopper systems.
- Filtration systems.
- Cryogenic vessels.
- Furnaces
- Large industrial presses.
- Cranes and gantry cranes.

Over the past 5 years our Access team have carried out many varied and complex dismantling projects all over Australia. We are proud to offer a service nationwide, we believe in excellent client satisfaction and confidence, reflected in our high referral and retention rates.

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LED SIGNAGE AND SCREEN SOLUTIONS

Twilight supplies the latest LED technology for all indoor and outdoor small to big screen applications. LED screens can be watched from a wide viewing angle to accommodate large audiences in restricted viewing areas. Distance is not a problem, Mod screens are large enough and bright enough to be watched from almost any distance. They are also the only solution for outdoor situations or any area with high ambient light conditions.

LED technology is modular which means that small LED modules can be changed out during servicing to ensure long term high quality results and zero downtime. Our Mod screens are designed for permanent outdoor installations, semi-outdoor areas and indoor locations as well.

Our team is made up of combined skills and technical expertise individuals and support companies with years of practical experience in Sign, A/V, Exhibit and Retail design fields enabling us to draw upon a wealth of industry talent. Twilight partners with site owners to develop potential LED opportunities within their properties. We help develop the site and share in income generation from media generated revenues. In achieving this we improve your exposure and reinforce your company's brand with these commercial advertising sites using cutting edge LED technology. Twilight offers a complete concept to completion package for all LED Media applications according to your needs.

HIGH RISE SIGNAGE

High-level signage projects demand expertise and experience from design, structural engineering, project management, logistics as well as all aspects of safety management and public protection during installation or ongoing maintenance.

Twilight have undertaken many projects with difficult high rise access requirements. From the common Building Maintenance units (BMU - Window Cleaning machines) to Industrial Twin Rope Access, Temporary builder's swinging stages, Scaffold, and an extensive number of other custom access systems.

The challenge for creating corporate signage for physical application to high rise buildings is to maximise the visual impact especially when it sits on top of the building hundreds of meters above ground level. All high-level building signs in Australian cities are not only significant to the company's brand image and power but to the city's skyline view. Every aspect of the sign manufacturing is thoroughly designed and planned, structural fixings are designed and engineered to withstand frequent high wind forces and long exposure to water and salt whilst having minimal impact on the building structure.

The sign logo and letters are illuminated with extremely efficient but environmentally friendly LED's with 160 degree viewing angles, making them clearly visible at night. Twilight have been tasked to perform some of the most high risk, and high profile jobs that involve difficult access techniques.



COMPANY BRAND SOLUTIONS

Twilight signs often work alongside creative agencies and clients to identify project requirements, priorities and challenges. From this understanding creativity and problem solving takes over and a solution is developed. By combining design innovation, project management and construction services we deliver a fully integrated project solution for our clients brand injection into the market.

Plan- We start with a strategic focus and work with the client to identify the project goals and desired outcomes of the brand image. By defining the parameters of which the brand is based upon Twilight can develop a plan that delivers complete project certainty.

Develop- Working collaboratively we integrate both design and management disciplines to ensure that ideas can be effectively translated to public viewers once injected into the physical world. As an independent advisor Twilight offers our clients solutions that fulfil the project objectives.

Deliver- We work with a range of manufacturers and specialty trades to ensure the end product is delivered to agreed time, cost and quality parameters. We offer a range of project delivery models ranging from advisory services to a fully integrated design and construction service.

In summary Twilight will translate your brand strategies into workplace branding concepts and apply them to the global workspace, including receptions, office spaces, meeting rooms and even manufacturing halls and research laboratories. We create the overall look & feel of interiors, define brand zones and spaces, design brand messaging elements, and utilise the same procurement, logistics and implementation processes applied to global signage programmes.

WAY FINDING AND STATUTORY SIGNAGE

At Twilight we know that the key to effective directional signage is to gain an understanding of the different uses of the environment and create an easy-to-understand hierarchy of sign types through the proper use of colour, symbols and platforms. Information is important, but placement is paramount.

Clever and attractive integration of branding elements are also critical considerations, so your brand messaging is properly reflected and reinforced.

Signage is probably the most visible and prominent element of a branded environment and as much as poor and inconsistent signage has a negative impact on brand experience, high quality, branded signage significantly increases brand impact and sustains brand experience.

Additionally, signage and Wayfinding has become an important element of workplace innovation, where streamlined workflows, smart collaboration and simplified circulation improve creativity, decision making and efficiency. Twilight has the team and industry experience to design, manufacture and finally install all your precisely located way finding signage to send the most accurate message to your customers.



VINYL GRAPHICS & DIGITAL PRINTING

Twilight regularly consults with Australia's leading large format digital printing companies destination for exceptional colour, innovative print materials and unmatched graphic solutions. Our combined commitment towards your brand image, to quality customer service and investment in the latest digital technology combines with our years of experience to transform your next artwork into a work of art.

Large format, attention-grabbing graphics, from Banners to Re-board and fabric printing, we will help you create a masterpiece that demands to be viewed.

Material possessions come to life with our innovative fabric print solutions. From outdoor banners to Exhibition spaces and large format options, we are your experts – bringing creativity to the fold.

Printing has evolved. The digital age means that gone are the days of being limited to a single rectangular sheet of paper or card. Today's printing boasts literally millions of possibilities – millions of ways to turn your artwork into a masterpiece.

At Twilight when our team collaborates with these leading printers we are limited only by your imagination. Ours is a world of possibilities – from extreme concept creativity we will apply your visual message the most viable substrate and inject it into the most effective marketable environment.

We listen to your ideas or can suggest our own to fit your requirements. Colour, shape, texture and scale are all controlled through our latest printing technology. When you partner with the best, you enter a world where anything is possible.

PYLON SIGNS

Pylon signs are the gateway to your business and the first impression visitors see when approaching your site. Smart businesses recognise the importance of strategically designed pylon signage in raising the visibility of their brand and maximising the potential of passing trade.

Pylon signs are among the largest and most eye catching signs you can install outdoors. They can be as tall as 30 metres high, and are designed to show off your company logo so potential clients can notice your business or storefront from a far distance. Pylons are great for attracting new customers to your business, as drivers can see your sign early and decide whether or not to visit your store.

Twilight Signs is leading the innovation in pylon signage. Our many pylon projects across Australia show that we have unlimited creative designs and specifications. Pylon signs are especially popular for attracting customers to large corporations. As such we are asked by many leading corporate companies to create a design to suit their needs.

Our state of the art facilities enable us to build the very biggest pylons within our premises. Our facilities let you come view your product at any point during the manufacturing cycle. We use the latest technologies to illuminate pylons from the inside out.

For all of these reasons and more, pylon signs are one of the best signage solutions for your business. With our more than two decades of experience at Twilight Signs, we can deliver great pylon solutions with our simple and professional services.



DESIGN AND MANUFACTURING

Twilight's engineering consultant & Innovation team are the driving force behind our research and development process, making recommendations for best practice and commercial advantage, seeking new materials and processes for the business, as well as investigating new technologies and equipment. Our signage company has a design department that maintains a state of the art design equipment policy to ensure industry leading design and documentation capacity. Under the supervision of the Innovation Team, the design department prepares drawings and montages as required to support and explain tenders, quotes and budgets generated. The team also reviews and approves workshop drawings and technical details to ensure accuracy before they are released to manufacture.

Twilight Signs designs, manufactures, installs and maintains every type of signage to suit both external and internal building usages, from a simple light box to an iconic landmark. We utilise energy efficient LED products or fluorescent tubes to create signage that literally lights up your business, generating attention and communicating your message 24 hours a day.

We can create a entire campaign, translate existing international marketing collateral or simply make a few text changes. Our designers and manufacturing staff are creative, commercially astute and collaborative and want to see their designs and trade skills contribute to your businesses innovation and success.

SCHEDULED PREVENTATIVE MAINTENANCE

Signage is a significant investment for many businesses – an investment that is often left to the mercy of the elements all year round. That's why many clients rely on Twilight Signs to protect their investment.

Twilight has a high focus on maintaining the image of our clients. We specialise in the preventative cleaning, maintenance, and where appropriate, repair of signage systems to maximise image appearance and signage life. With our national coverage, Twilight has the logistical ability and experience to economically deliver signage maintenance throughout Australia.

Signage is the first thing customers see, and it is signage that creates the first impression in your customers mind. It is essentially your most reliable form of promotion and one unfortunately that is often forgotten and left to the mercy of the elements.

Signage, like any major investment, needs protection. Without maintenance the appearance of the signage and the company's image will be tarnished, ultimately leading to the replacement of signage in a shorter period of time than usual.

All external signage is particularly vulnerable to degradation. Rain water, together with atmospheric pollution, which contains acid and dirt particles, can quickly build up on the surface of signage. Regular maintenance will ensure your signage but more importantly your brand looks like it should, distinct and professional.

Twilight Signs is dedicated to the task of ensuring that its client's image is never compromised by inconsistent or unsightly signage.



ON DEMAND 24H MAINTENANCE

At Twilight we uphold a 24 hour service responsibility, from the time we discover your signage is not working by either client notification or through our weekly night photographic surveys in both Sydney and Melbourne CBD's.

We are responsible for maintaining your image through a rapid maintenance program, which protects your investment and maintains your brand integrity. The reason behind our policy is to ensure limited damage to your sign which usually occurs when a sign is running with damaged parts, further parts will burn out and more extensive damaged occurs. Thus why the 24 hour onsite service policy helps reduce the amount of damage to your sign and the cost of parts and servicing.

We often see other client signs in Australian cities, particularly high rise signage that often have sections regularly out, so we decided to bring in a system that would ensure our clients signs and brand has limited negative public viewing time, ensuring a continuously well stated sign.

SITE SURVEYS AND REPORTS

Twilight has a dedicated team of Field Managers responsible for the efficient and effective management of site surveys for new sites and the auditing of existing sites. Our field teams are responsible for obtaining high quality site information including power and service issues, access issues and OHS parameters. They are responsible for taking photographic and dimensional surveys for quoting and estimating purposes and advise on best site approaches and work methods.

We often provide annual survey reports to our clients on both building and signage maintenance and performance throughout the year, through the submission of full photographic surveys and custom formatted digital reports based on exact sign or building design. A key difference that our business provides compared to our competitors.

PROJECT MANAGEMENT

Professional project management is a core component of the service package Twilight Signs provides each client. Twilight provides a range of consulting, management and construction services across three core work streams of multi-site rebranding, architectural signage and wayfinding. Twilight works collaboratively with designers, architects, developers and builders to deliver architectural signage and installations across spaces including retail, commercial, residential and public precincts.

Each of our clients is assigned an industry trained project manager for the duration of their signage program. This person acts as the single point of contact that oversees the implementation of their signage project from production, through to distribution, installation and after sales service ensuring the smooth progression of every project from brief to final installation.



PERMIT MANAGEMENT

Twilight has a team of national resources responsible for managing the council approval and procurement process. Our dedicated resources have the expertise and experience with regard to council negotiations and consultation to avoid conflict and maximise positive outcomes for all parties as a part of the planning / development process. We have gained great council relationships and understandings after years of working alongside town planners and completing projects that satisfy both our clients and the approving parties at council and authority levels, a benefit that now allows for fast and accurate permit procurements.

INSTALLATION

Twilight Signs installs signage wherever your business needs it, Australia wide. Whether its high profile street signage, a commercial building, or your integrated retail shop front signage, Twilight Sign Installation has expert staff on hand to ensure fast, professional installation.

Enjoy the benefits of Twilight's fully integrated services, providing a seamless process from planning to design and manufacture, through to hassle free installation. No job is too big or small for the team, including signage removal or repositioning and new installations.

Our sign installers work across Australia in a fast and efficient manner, so your daily operations can continue uninterrupted. When it comes to our sign installation services, you won't find a more professional or adept team to do the job for you.

Twilight is committed to providing safe workplaces across all divisions, delivering clients the reassurance of safe on-site work conditions for its employees and contractors. Our OH&S management systems have been developed specifically for Twilight Signs, to ensure safety is managed in an efficient manner whilst complying with all relevant legislation, state, and national guidelines (AS4801).

Twilight supplements its own installation team with the use of sub-contracted sign installation specialists for very large or specialised projects. Our strong project management capability ensures that the most complicated and difficult installation projects are completed on time, safely and without mishaps.

PUBLIC ART INSTALLATIONS

Twilight Signs manufactures major public art pieces by collaborating with artists to understand their vision and create practical and maintainable solutions in design, manufacture and installation.

We ensure the creative intent of the project is preserved and delivered on time and on budget. We manufacture artworks from a wide range of materials -- from large monumental architectural sculptures of steel and aluminium to artworks of delicate suspended crystals and vacuum formed acrylic illuminated with colour changing LED's.

CLIENTS



Certification recognition by:

