



## MULTIBUILD AUSTRALIA CAPABILITY STATEMENT

*Multibuild Australia commenced operations in 1984 and has now been providing office solutions to Australian and International companies for more than 20 years.*

*Located centrally in the Parramatta area, Multibuild Australia is 100% Australian owned. It is focused on the provision of a full range of fit out services, from design and specification to physical preparation of built interiors and the supply and installation of joinery, furniture and workstations.*

*Continuity of ownership underlines Multibuild Australia's commitment to building relationships with its clients so that their business objectives are supported by the work environments created and developed for them.*

**Telephone 1300 348 000**

**SYDNEY MELBOURNE BRISBANE ADELAIDE PERTH  
CANBERRA**



# MULTIBUILD AUSTRALIA CAPABILITY STATEMENT

NAME

Mozat Pty Limited (Trading as Multibuild Australia)

PLACE OF INCORPORATION

New South Wales, Australia

AUSTRALIAN BUSINESS NUMBER

ACN 003 752 065

PRINCIPAL OFFICE

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TELEPHONE NUMBER

(02) 9682 4555 or 1300 348 000

FACSIMILE NUMBER

(02) 9682 7555

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<http://www.multibuild.com.au>



## EXECUTIVE SUMMARY

The purpose of this Capability Statement is to demonstrate how Multibuild Australia ("Multibuild") as a differentiated Service Provider will address your objectives and issues.

Multibuild is a wholly owned Australian Company with a time proven reputation for quality and reliability, providing comprehensive commercial interiors and corporate office fit outs from the foyer / reception to designing and installing your boardroom furniture - project management services pertaining to factory and warehouse refurbishments, retail shop renovations, building and construction services / custom built office workstations & commercial furniture. Our interior designs promote functionality & productivity. We cater for communications, health & safety, maintenance, cleaning and more, creating balanced and functional work environments - to complement the science of the human psyche - an optimal blend of light, space, shade and colour for an inspired workplace experience.

Interior design project management is inclusive of creative colour applications, contemporary style, space planning, interior partitions & partitioning systems, atmospheric lighting, noise & privacy systems, interactive white boards, tele / videoconferencing & interactive boardrooms / interoffice communications systems, data and IT management, custom joinery, workstations, quality custom designed and built commercial furniture, floor coverings, decor, site specific works of art, interior landscaping, furnishings, filing / storage systems and more. Our office fit outs are complete and comprehensive.

All the way through, your critical project, your fit out will be treated as our own. From architectural drawings through to council approval, Multibuild Australia will be there, exceeding all of your expectations. After completion of your corporate premises, we offer complete maintenance services to keep your fit out fresh and functional.

Multibuild is a specialist in providing turn key service systems and then maintaining them. Our approach is to "partner" with our clients to ensure that we first understand their requirements and then provide the optimum solution for all their unique requirements.

Multibuild offers a team of dedicated, experienced people able to properly support its customers needs. We have developed a wealth of experience and a deep practical understanding of client needs through working with our Customers since 1984.

Multibuild offers a convenient central point of management and reference for all of the required service support services in a total turn key environment. Detailed below are some of those services. Simply follow the hyperlinks for further detail:

|  |                                    |                                       |
|--|------------------------------------|---------------------------------------|
| <a href="#">Planning &amp; Interior Design</a> | <a href="#">Video Conferencing</a> | <a href="#">Lighting and Ceilings</a> |
| <a href="#">Furniture and Joinery</a>          | <a href="#">Project Management</a> | <a href="#">Property Maintenance</a>  |
| <a href="#">Boardroom Design</a>               | <a href="#">Operable Walls</a>     | <a href="#">Workstations</a>          |
| <a href="#">Boardroom Tables</a>               | <a href="#">Signage</a>            | <a href="#">Painting Contractors</a>  |
| <a href="#">Office Partitions</a>              | <a href="#">Floor Coverings</a>    | <a href="#">Custom Furniture</a>      |

We recognise the need to provide a completely integrated solution — a ‘One Stop Shop’.

Multibuild has a commitment to OH&S and the general well-being of our own and customer’s staff. We believe that all employees deserve to work in a risk free environment. This commitment is evidenced in the leadership within the company and the documented OH&S policy included in our documentation.

Multibuild shares a commitment to quality processes; we have a quality system that is capable of meeting fully the AS/NZS ISO 9001:2000 Quality Standard

Multibuild is therefore committed to working closely with you to provide innovative, cost effective solutions that meet your needs.

Our business specialises in four segmental streams, representative of our services offering:

1. Building Services
2. Project Management
3. Furniture and Custom Joinery
4. Office Maintenance

#### 1. Building Services

##### *Total Concept*

Building an office environment is not just providing walls and doors. To achieve a total concept Multibuild will work with you to ensure that your office integrates all the elements so that walls, windows, doors, ceilings and floors are part of a fully integrated design.

##### *Colours and Lighting*

At Multibuild we understand the difficulty of visualising how all the elements will come together. Colour and lighting are aspects that can enliven office environments. The use of bold colours and effective lighting can lift the tone of the work place.

##### *Start to Finish Management and Planning*

Managing a project from start to finish can be a daunting experience. A properly directed project will allow you to achieve pleasing results without the pain of unexpected problems. The images shown in this section illustrate the transition that can take place with sound management and good planning.

## 2. Project Management Services

Multibuild is able to provide a comprehensive Project Management service for a full range of Commercial Interior Design and Office Fit out projects. These services are both advisory and supervisory and are detailed below:-

|  |   |
|--|---|
| <p><b>Fit out Design Brief and Design Management</b></p> <ul style="list-style-type: none"><li>■ Preparing staff and management questionnaires</li><li>■ Evaluating space optimisation requirements</li><li>■ Advising on BCA statutory matters</li><li>■ Developing budgets</li><li>■ Establishing architecture / design parameters</li></ul><br><ul style="list-style-type: none"><li>■ Preparing sketch plans for office fit out layout in conjunction with selected designer / architect</li><li>■ Initial drafting / design of detailed furniture and joinery</li><li>■ Liaison with architectural services consultants</li></ul>                   | <p><b>Contract Administration</b></p> <ul style="list-style-type: none"><li>■ Sourcing and evaluating quotations for all contractors and suppliers</li><li>■ Recommending selection of best value for money contractors and suppliers</li><li>■ Issuing orders to contractors and suppliers</li><li>■ Managing and authorising payments and invoicing</li><li>■ Checking all insurances and warranty matters</li></ul>  |
| <p><b>Architectural Design Development and Documentation</b></p> <ul style="list-style-type: none"><li>■ Preparation of final architectural drafting / drawings, including services (electrical, data, air conditioning, plumbing, security etc)</li><li>■ Detailed joinery and furniture drafting / drawings</li><li>■ Selection of interior finishes, colours and materials</li><li>■ Preparation of colour boards</li><li>■ Preparation of specifications and documentation for all fit out works</li><li>■ Detailing of storage facilities and equipment</li><li>■ Preparation and lodgment of documents for Council / Authority approvals</li></ul> | <p><b>Management and Supervision of On Site Project</b></p> <ul style="list-style-type: none"><li>■ Site preparation and access management</li><li>■ Chairing of regular site meetings with construction contractors and suppliers</li><li>■ Supervision of all construction and service work to maintain compliance with specifications, contracts and Australian Standard as per BCA</li><li>■ Defects inspection and follow up of rectification works</li><li>■ Enforcement of warranties and guarantees</li><li>■ Provision of "As Built" plans, operating manuals and compliance certificates</li><li>■ Supervision of final clean and services operations</li></ul> |

Multibuild has an entire arsenal of interior office design, planning, maintenance, commercial furniture, custom joinery and building / construction services at your disposal for superior commercial interiors.

Those turn key competencies are hyperlinked below and include:

|  |  |
|--|--|
| <b>Building Services</b>                     | <b>Commercial Furniture and Joinery</b>    |
| <a href="#">Video Conferencing</a>           | <a href="#">Office Receptions</a>          |
| <a href="#">Ceiling and Lighting Designs</a> | <a href="#">Office Workstations</a>        |
| <a href="#">Data / Voice Infrastructure</a>  | <a href="#">Boardroom Tables</a>           |
| <a href="#">Air Conditioning</a>             | <a href="#">Boardroom Design</a>           |
| <a href="#">Window Treatments</a>            |  |
| <a href="#">Floor Coverings</a>              | <b>Project Management</b>                  |
| <a href="#">Doors / Hardware</a>             | <a href="#">Planning and Office Design</a> |
| <a href="#">Cleaning Works</a>               |  |
| <a href="#">Painting Works</a>               | <b>Office Maintenance</b>                  |
| <a href="#">Hydraulics</a>                   |  |
| <a href="#">Electrical</a>                   | <b>Future Offerings</b>                    |
| <a href="#">Partitioning</a>                 | <a href="#">Multibuild Technology.</a>     |
| <a href="#">Operable Walls</a>               | <a href="#">More detail to follow.</a>     |
| <a href="#">Tiling</a>                       |  |
| <a href="#">Fire Services</a>                |  |
| <a href="#">Signage</a>                      |  |

### 3. Furniture and Custom Joinery

Multibuild has been supplying purpose designed commercial furniture and custom joinery for 20 years. Our experience enables us to help you have office furniture that you can interact with, for the whole of your working day - you sit on it, you write on it, you store your records and files in it.

When the furniture is an integral part of the overall design you have a working environment that looks good and is effective and attractive to both your staff and visitors.

Realise that having your furniture manufactured in the finishes you choose will give you the final aesthetic result you want. It will also take 4 - 6 weeks for completion, so early ordering is imperative. Follow the Hyperlinks below for further detail:

|  |
|--|
| <a href="#">Office Receptions - Custom Design and installation of reception counters</a> |
| <a href="#">Office Workstations - designed and built to your specifications</a>          |
| <a href="#">Boardroom Design - from room layout and technology implementation</a>        |
| <a href="#">Boardroom Tables - Design, Construction and Technology</a>                   |
| <a href="#">Building Services - Construction Services</a>                                |

#### 4. Office Maintenance

We believe that if you look good, we look good! With this in mind we provide all the services that are required to keep your office looking like new. When things need attention in your office, however small, please contact our staff for immediate action.

- Refinishing and Painting Services.
- Additional Electrical and IT Services.
- Re-tubing and Cleaning of Lights.

Design, Planning, Fit outs & Construction - Case Studies.

Multibuild is proud of its blue chip customer portfolio. Hyperlinked and detailed below, are a small selection of case studies epitomising, our care for quality and innovative solutions delivery:

|                                  |                                     |
|----------------------------------|-------------------------------------|
| <a href="#">Atkinson Vinden</a>  | <a href="#">Sydney Swans</a>        |
| <a href="#">Charter Hall</a>     | <a href="#">Paul Hartman</a>        |
| <a href="#">Cytec</a>            | <a href="#">Heazlewoods</a>         |
| <a href="#">Can Can</a>          | <a href="#">QM Technologies</a>     |
| <a href="#">Matthews Folbigg</a> | <a href="#">Watts McCray</a>        |
| <a href="#">Employ</a>           | <a href="#">Wisteria Properties</a> |
| <a href="#">Fairfax</a>          | <a href="#">Cadbury Schweppes</a>   |

## **Multibuild Code of Ethics**

Multibuild will pledge in writing to abide by a strict Code of Ethics. Our adherence to this Code signifies voluntary assumption of self-discipline above and beyond the requirements of law. Key provisions specify:

### **Clients**

- We will serve our clients with integrity, competence, and objectivity, using a professional approach at all times, and placing the best interests of the client above all others.
- We will establish realistic expectations of the benefits and results of our services.
- We will treat all client information that is not public knowledge as confidential, will prevent it from access by unauthorised people, and will not take advantage of proprietary or privileged information, either for use by them, our firm or another client, without the client's permission.
- We will avoid conflicts of interest, or the appearance of such, and will disclose to a client any circumstances or interests that might influence our judgment and objectivity.

### **Engagements**

- We will only accept assignments which we possess the expertise to perform, and will only assign staff with the requisite expertise.
- We will ensure that before accepting any engagement, a mutual understanding of the objectives, scope, work plan, and fee arrangements has been established.
- We will offer to withdraw from a consulting engagement when our objectivity or integrity may be impaired.

### **Fees**

- We will agree in advance with a client on the basis for fees and expenses, and will charge fees and expenses that are reasonable, legitimate and commensurate with the services delivered and the responsibility accepted.
- We will disclose to our clients in advance any fees or commissions that we receive for equipment, supplies or services we could recommend to our clients.

## **Profession**

- We will respect the individual and corporate rights of clients and consulting colleagues, and will not use proprietary information or methodologies without permission.
- We will represent the client with integrity and professionalism in all our relations with colleagues and the general public.

## **Our Values**

- Add Value to Clients - Provide assistance information and advice that enhances the value of products and services supplied.
- Accessibility - You will be able to access the person you want or be contacted by that person at Multibuild Australia within 24 hours.
- Quality - Products and services must meet the standards required by you and promised by Multibuild Australia. All products must be suitable for the purpose for which they are supplied.
- Reliability - Multibuild Australia and its staff will deliver on their commitments and keep clients informed of any variations to these commitments as soon as any changes have been notified.
- Integrity - Multibuild Australia and its staff will act in a manner that is open and honest. Respecting the rights of its staff, clients, suppliers and sub-contractors.
- Excellence - Multibuild Australia will ensure that its presentation (documentation, completed jobs, staff, office etc.) to clients is always professional and complete.
- Forward Planning - Multibuild Australia will be pro-active in developing its organizational direction and in building client relationships