

Creating Better Office Environments



MULTIBUILD Australia welcomes you to the first edition of “**Creating Better Office Environments**”. The aim of this quarterly newsletter is to provide you with some practical ideas and hints about getting the best out of your office accommodation and maximizing your fitout dollar.

As the number of our clients has grown over the years we have realized that we need to find better ways to keep in frequent close contact with you. This newsletter is planned to offer you benefits from the years of experience that we

have gained in our Industry. You will find a series of articles written by our knowledgeable team covering important themes which we will explore over a number of issues. You are encouraged to contact us if you have any questions that you would like addressed either on an individual basis or as a topic for future editions. Please let us know what you think of our publication, as we want it to be relevant and useful to you.

Good reading and may you have happy and productive offices.

Thinking about the Office Accommodation Dilemma?

Once the big question for management was “Do we own our premises or lease them?” But in this age of concentrating on ‘what we do well’ commercial property ownership is generally left to the property trusts.

So the question that is now raised as the lease term expires is – “Do we renew and stay and perhaps upgrade, or do we relocate?” Finding the right answer to this question begins with making sure that your office premises match your 5 – 10

year business plan. Do location, transport access, exposure, size and room for growth have an impact on what you can expect to achieve? Do you need to provide parking for clients and staff? Do you need to be flexible to allow for changes in the way your business operates? Which departments will grow or decline? Is it important to have close knit teams or large areas for groups to meet in?

Today’s dynamic commercial environment means that change is inevitable and the successful businesses are those that are structured to meet that challenge. The impact that the choices you make have in regard to premises and the way they are fitted out is not only on your ability to change or ‘churn’ quickly but also on your bottom line.

Too often these high impact decisions are delegated to a

person who already has a full time job as office manager or financial controller. Without expertise in the area they can inadvertently decide to implement solutions that have long term negative effects. For example, a simple failure to anticipate the future IT requirements may result in the need to rewire an entire office.

Careful selection of the right IT infrastructure can ensure a long-term flexible, adaptable solution.

Like all critical business decisions you should follow the proven sequence of Plan, Organize, Implement and Follow Up; but planning will only succeed if you seek the right advice for areas that are not part of your core competency.

The case study of Cadbury’s in this issue illustrates one way of achieving the best result.

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“ If you engage a company that does not share or understand your goals and mission, then you are not hiring the right company”

The Consequences of “The Make-Good” when signing a lease.

About to sign a lease? Congratulations on your new office selection, but did you read the fine print.

What really did that line mean when it said, “Make good the premises”? In short it means, you have to leave the building in exactly the same condition as it was when you leased it. Walls, ceilings carpets, blinds, cabling and air conditioning must be refurbished.

How do you budget for something that will occur 5 or 8 years away? You won't need to pay for the make good until the lease runs out, but you will then have the double cost of paying for the next fitout at the same time. One solution maybe to never relocate, but the inevitable will eventually arise.

While we are not able to exempt you from all of these hidden costs, we can certainly make some of them more palatable. Thoughtful planning can ensure that you maximize the amount of re-useable furniture and workstations so that they can be relocated without major impact on the building. Minimizing fixed walls by using re-locatable ‘store walls’ has a positive effect on make good costs. Using carpet tiles instead of broadloom in high traffic areas may reduce carpet replacement costs. Soft wiring electrical circuits for workstations means that you can take the wiring with you for re-use and avoid the costs of striping out.

An obvious, but frequently overlooked option may involve negotiating an agreed figure for make good at the time of sign-



Store-Wall Units

Used instead of a Plasterboard wall, to separate two offices and to provide a large amount of storage at the same time, thus reducing the need to purchase additional Furniture

ing the lease. Our experience indicates this is always less than the actual amount at the end of the lease.

It may be that not all of these are practical solutions for you right now, but we are always happy to assist in

making sure that you realize the implications of the make good clause on your choices. If you are in any doubt, give us a call.

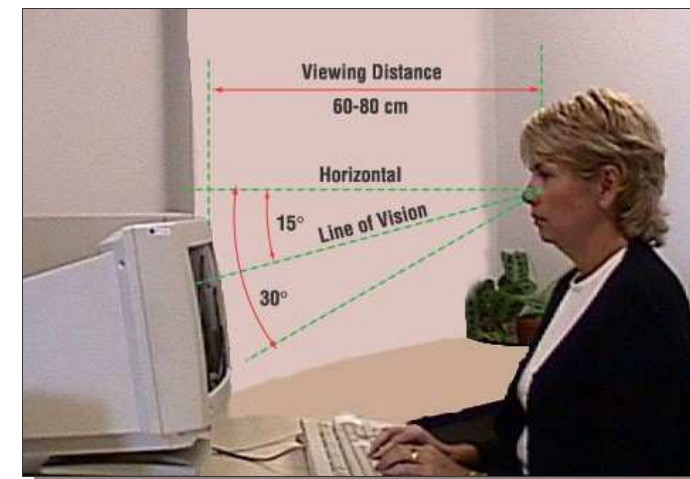


Occupational Health and the Ergonomics of Furniture design.

Ergonomic Guidelines.

We will be looking at different aspects of this subject over the next 4 issues.

Most employers don't take into consideration the fact that their staff are reluctant to change their working environment. We are all creatures of habit, and so want to keep doing things the same way we always have. Even when these changes are for the better. Some of the changes described in the guidelines will certainly at first seem strange and uncomfortable. It's not until our body gets accustomed to the new working position that we will see any benefits. In most cases this will take



about one week. The most common problem we see in offices today is that users have the monitor too high and too close for long term use. The image above displays the correct setting up

of a monitor for normal use. The distance between eyes and screen should be 60-80cm with an angle of 15-30 degrees to the viewable area of the screen from what can best be described

as a straight line from your nose.

Placing the monitor too high leads to postural (neck and shoulder) discomfort, while the wrong distance can contribute to eyestrain.

If you would like a detailed document on this subject, please feel free to contact our office and we can send you the Guidelines related to Seating / Setting up Computer monitors / and the use of Keyboard height adjusting mechanisms.

Cadbury Schweppes - Case Study. Planning for a Sweet Finish.

The relocation of Cadbury Schweppes NSW Confectionery division was a complex and successful project that was more than a year in planning and 9 weeks in execution on site.

Occupying a large industrial warehouse/office site at Villawood, the challenge was to find a suitable site and develop a new office configuration that would encourage a real sense of team work for the 40 + sales & marketing management group and the 90 sales and merchandising representatives. An important aspect was to incorporate facilities for team meetings, with technology to enhance product presentations and training facilities. The large numbers meant that at Villawood these fortnightly meetings had to be held off site in hired conference rooms.

It was also necessary to relocate a large warehouse, containing the stock of merchandising and sales material with secure storage for samples, including new products.

In consultation with Tony Romany, Cadbury's NSW Administration Manager, a basic brief was developed that addressed the important issues including an accurate assessment of space requirements.

It was decided that the new premises should be more central than the Villawood area and three sites were short listed in Silverwater, Rydalmere and North Ryde. Multibuild assisted by evaluating each site for suitability and fitout costs.

A site at Rydalmere, consisting of 1000 sq. metres of office space over two floors and 500 sq. metres of warehouse space was selected.

Detailed plans and specifications for all areas were developed and refined. Special attention was paid to minimizing make good costs and providing a high level of re-useable furniture and fittings. This resulted in office walls being replaced with storewalls and modular furniture was used throughout offices and general office area.

It was decided to include a video conferencing facility in the conference room, increasing its versatility. The large meeting rooms were set up with video projection, audio and computer facilities. Package air conditioning units were included to provide adequate ventilation and comfort levels.



The warehouse was designed to provide improved storage access whilst re-using existing racking where possible.

After final budget approvals, the fitout commenced in late January and was completed for occupation on 28th March 2002.

As the project progressed changes were made to the computer room to include a raised floor and the buildings electrical system was upgraded with a new switchboard, additional warehouse lighting and re-tubing of office lighting.

The warehouse relocation was carried out over a week without an interruption to supply. A contractor dismantled, transported and erected sections of the racking, while the stored goods were cleared and relocated within 24 hours.

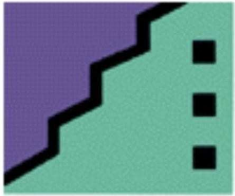
Security was enhanced with a keyless entry control system in addition to the normal intruder alarms.

At the conclusion of the project, which was completed to schedule, and under budget the new office has exceeded all expectations with a noted improvement in team morale. External organizations and other internal company groups are hiring the conference facilities. Cost savings and hiring income will repay the costs for the facilities within a short time frame.

The last word comes from Tony Romany. "The project was initiated some three years ago, when we realized that our then current offices were not suitable for our needs. Three companies were involved in the Project Proposals, and Multibuild Australia came up trumps. Their expertise and knowledge of what is required in an office environment made my job a lot easier in establishing designs and layouts. A tremendous amount of time was spent on O.H. & S. issues, both in the office and warehouse facilities, with specific emphasis on colour schemes, to enhance the mood and add cheer to the environment.

We are indeed pleased with the end result, and this pleasure has flowed through to our colleagues in other States, who strangely enough appear to be visiting our State Office far more often than before.

Our sincere thanks and congratulations to Multibuild on a job well done. "



MULTIBUILD

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If you no longer wish to receive this information from Multibuild, or any other marketing communications, please contact us by any means described above and ask to be removed from our database.

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Services Provided by Multibuild Australia.

- Ø Evaluation of accommodation requirements
- Ø Preparation of design briefs
- Ø Space planning and interior design services
- Ø Architectural drafting and detailed drawing
- Ø Lodgment and procurement of documentation of authority approvals.
- Ø Preparation of –
 - Tender Documents
 - Work Program
 - Colour Boards
 - Schedule of Finishes
 - Budgets
- Ø Provision of detailed costings of all elements of fitout
- Ø Selection and supply of furniture including –
 - Workstations
 - General office furniture
 - Boardroom furniture
 - Rolling Storage Units
 - Seating
 - Executive furniture
 - Filing cabinets
- Ø Contract and management of services including –
 - Air conditioning
 - Fire Services
 - Data/Voice Infrastructure
 - Hydraulics
 - Electrical
- Ø Management and provision of all fitout construction including –
 - Partitioning
 - Floor Coverings
 - Window Treatments
 - Ceiling
 - Tiling
- Ø Preparation and installation of detailed joinery
- Ø Relocation of existing furniture and fittings
- Ø Provision of maintenance service following fitout.
- Ø Provision of make good services to vacated buildings.

Multibuild Australia offers its clients the ability to use all of the above services as a full “turn key” operation or any of the above services on an individual basis.

Who is Multibuild Australia?

Multibuild Australia commenced operations in 1984 and has now been providing office solutions to Australian and international companies for more than 17 years.

Located centrally in the Parramatta area, Multibuild Australia is 100% Australian owned. It is focused on the provision of a full range of fitout 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.

