



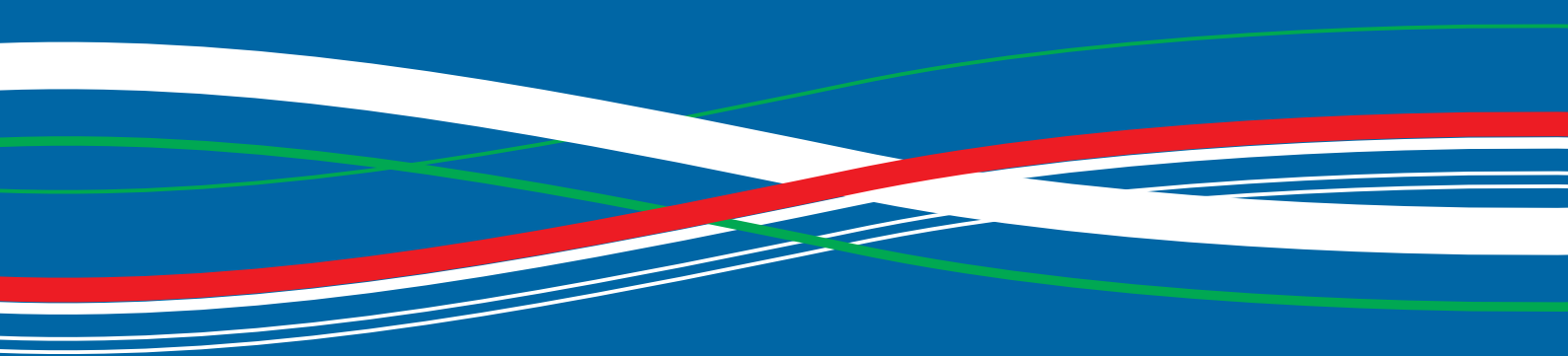
AUSTRALIAN  
FACILITIES  
GROUP

# CAPABILITY STATEMENT

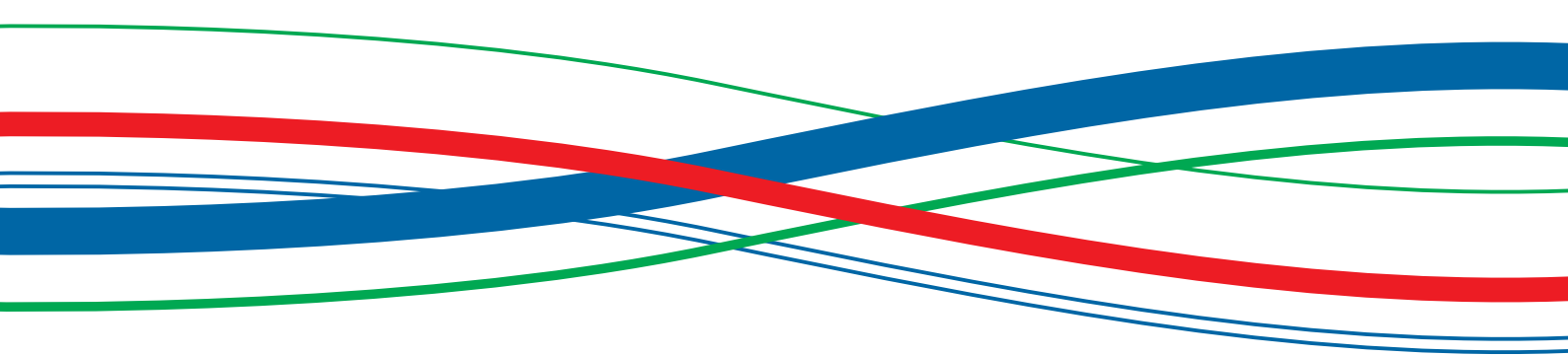
Knowledge • Reliability • Expertise

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Australian Facilities Group prides itself on its integrity and high ethical standards, aiming to develop trusted business partnerships through the provision of professional services, and qualified and dedicated staff.



# VISION AND VALUES

Knowledge, reliability and expertise.

## OUR VISION

To foster partnerships with our clients while delivering professional plumbing, fire protection and land management services.



## OUR FOCUS

To lead the industry through experience & expertise. We aim to exceed best practice by delivering value and targeted solutions for our clients.



## OUR TEAM

The combination of highly skilled and dedicated trade specialists and professional office and management personnel ready to tailor and deliver a range of services to our clients needs **24hrs a day, 7 days a week**.



## OUR QUALITY

Knowledge, integrity and high ethical standards ensure we deliver quality results to relevant Australian assurance standards, via a strong implementation of rigorous and precise management systems.



## OUR TECHNOLOGY

Continual focus and investment on the latest equipment and mobile device technology (including smart phones and tablets), not only helps us to improve management systems and back office processes but also ensures we deliver a seamless end to end customer experience.

## OUR VALUES

We take pride in maintaining a company culture that strives for safety, integrity, professional conduct and sustainable development. At the forefront is our commitment to meet the expectations of our clients and stakeholders.

We are proud of our values:

- Commitment to WHS, Quality and the Environment
- Our employees, their safety and their personal development / training
- Our clients' needs and expectations, including competitive pricing
- Teamwork through on-time completion and exceptional performance
- Compliance, including Government regulations, audits, reviews and Best Practice standards
- Integrity and respect
- Personal and company accountability
- Innovation, change and robust leadership



# COMPANY HISTORY AND PROFILE

Qualified Plumbers, Peter McDonnell and Guy Considine recognised a gap in the market and in 1996 joined forces to form a company they incorporated in 2000 as McDonnell Considine Contracting. A couple of years later, when a third partner joined, the name was changed to McDonnell Considine Digby Pty Ltd.

The goal from the outset was to provide a professional, dedicated and competitive service to various plumbing divisions in New South Wales, with a dedicated focus towards the Government, commercial, industrial and facilities maintenance sectors.

The enterprise has grown rapidly since 2000, including changes to the ownership (Peter McDonnell and Guy Considine remain at the helm as Directors). The company traded as MCD Hydraulics from 2006 until February 2014, focusing specifically on government and commercial clients almost exclusively.

In 2007 Australian Facilities Plumbing expanded into the Victorian marketplace servicing existing and new clients.

Further expansions in 2009 saw Australian Facilities Plumbing extend their services to include Fire Protection, employing full time Sprinkler Fitters and Fire Technicians.

In 2014 Australian Facilities Group (AFG) was formed with the addition of Australian Facilities Landscapes (AFL).

Trusted business  
partnerships  
through the provision  
of professional  
services, and  
qualified and  
dedicated staff.

AFL was formed upon a successful bid and subsequent 5-year contract to deliver Land Management Services to the Northern NSW Department of Defence Region exclusively.

Today, AFG directly employs a team of more than 240 and is structured in such a way to provide their client base with a comprehensive overall team that works together to achieve a common task - which is to offer a professional service to meet and exceed clients' needs and expectations.

The offices of Australian Facilities Group are situated in Sydney, Melbourne and Newcastle, with regional offices from Sydney through to Tweed Heads. The business services their customers 24 hours per day, 7 days a week, via a dedicated AFG Help Desk.

Australian Facilities Group prides itself on its integrity and high ethical standards, aiming to develop trusted business partnerships through the provision of professional services, and qualified and dedicated staff.

# ORGANISATION AND OUR PEOPLE

Aiming to deliver  
successful outcomes  
every time.

Australian Facilities Group (AFG) employs a highly experienced leadership team along with more than 220 skilled and dedicated trade specialists and office personnel. The company operates a 135 strong vehicle fleet, servicing a customer base that stretches from southern Victoria to southern Queensland and across to South Australia.

Outstanding people, knowledge, qualifications and expertise underpins AFG's success for its clients, with continual heavy investment in staff, systems and training. AFG aims to deliver successful outcomes every time for clients, all the while ensuring meticulous Workplace Safety and ethical Standards are followed and maintained by their valued staff.

## THE LEADERSHIP TEAM



**PETER MCDONNELL** *Director*

28 years industry experience, co-director and involved in all facets of the business, specialising in contract management.



**GUY CONSIDINE** *Director*

28 years industry experience, co-director and involved in all facets of the business, specialising in customer and technical experience and fire protection services.



**MICHELLE BIRD** *National Accounts Manager*

Michelle has managed the company's accounts for the past 18 years. She oversees a team of 6 employees in the accounts department to ensure the needs of customers and suppliers are met.





**PETER MORATH** *General Manager - Landscapes*

Peter has been an industry leader for over 30 years and oversees the Landscapes and Sport and Recreation division of the Group.



**PAUL BRUNTON** *National Plumbing Manager*

Paul is an outstanding plumber with over 27 years experience encompassing heavy industrial, commercial and government sectors.



**ADRIAN MENON** *Technical Manager*

As Technical Manager Adrian is able to provide our clients with the best technical outcomes using an innovative and sustainable approach.



**ADAM BURKE** *Compliance Manager*

Adam's role encompasses operation and maintenance of our accredited quality, environment and WHS systems. He oversees contractual compliance for our valued clients.



**SANTO AMBROSI** *WHS Manager*

Santo liaises with our employees and clients to ensure strict adherence to our safe work systems. Santo's hands on approach to safety ensures that appropriate solutions are delivered when challenging working conditions arise.



**TIM SWEENEY** *Operations Manager*

Tim's extensive operational knowledge ensures that clients response times are met through appropriate deployment of resources with the aid of our GPS tracking system across our vehicle fleet.



**KARL CAMERON** *State Manager - Victoria*

Karl brings a wealth of knowledge and experience in both plumbing and building and oversees the Victorian operation including client support, estimating and trade staff.



**TROY BOSDEN** *Business Development Manager*

Troy has over 20 years' experience in Business Development, specialising in Client Management and Customer Experience.

# TRADE SPECIALISTS & TECHNICAL STAFF

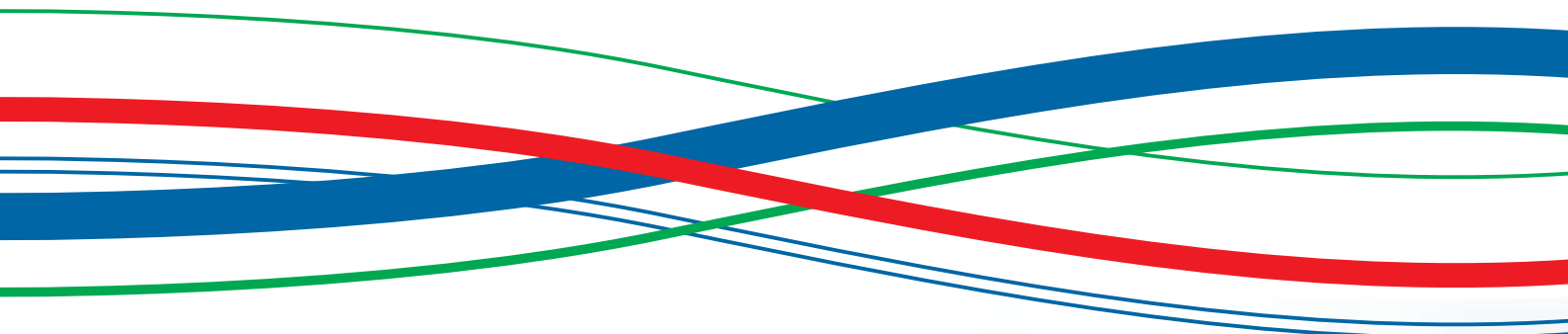
Responsive  
staff 24/7.

AFG has over 200 plumbers, gas fitters, roofing specialists, sprinkler fitters, fire technicians, horticulturists, arborists, pool lifeguards and gym attendants.

They have a vehicle fleet of over 130, including excavators, multipurpose tippers, vacuum loaders (combo units), non-destructive excavation units, high pressure

water jet units, elevated work platforms, beaver tail trucks, forklifts, backhoes, and a large fleet of tractors / slashers and Toro equipment - to name a few.

AFG operates through a centralised help desk, which is staffed in house 24 hours a day, 7 days a week. They are able to respond to clients' needs day or night.



# MANAGEMENT SYSTEMS

AFG has stringent quality assurance processes in place from the commencement of every job and project. This ensures that AFG deliver projects on time, to budget and to a superior quality every time.

All AFG projects are subject to:

- Regular on-site meetings;
- Regular communication to clients;
- Coordination and management of all work processes;
- Contract administration and management;
- Monthly reporting;
- Ensuring safe work practices are adhered to for employees;
- Continual focus on improving systems and safety performance

AFG employ both a Compliance Manager and a Workplace Health & Safety & Environment Quality Manager in order to monitor and achieve outstanding safety performance and best practices.

In addition, all employees are completely engaged in the project management system and as part of their responsibilities must conduct company inductions,



monthly toolbox meetings, Safe Work Methods (SWM's) and / or Job Safety and Environment Assessments (JSEA).

AFG conducts safety audits and inspections at all their workplaces and engage in third party audits of all Safety Management Systems to monitor ongoing compliance and improvement.

AFG are proud to have gained certification in the following areas:

- AS/NZS 4801: 2001 – OH&S Management System
- AS/NZS ISO14001: 2015 Environmental Management System
- AS/NZS ISO 9001: 2015 Quality Management System

AFG is also proud to be a member of MPA, the Master Plumbers Association, which is the peak industry body within their field.

**master  
plumbers**  
Expert. Committed. Professional.

# WORKPLACE HEALTH AND SAFETY



## ACCREDITED AS/NZS 4801: 2001 – OH&S MANAGEMENT SYSTEM

Health and safety are core values of AFG and this is reflected in the way we do business. We are committed to building a strong healthy and safe culture that at all times encourages commitment to the health and safety of our workers including employees, contractors, agency staff and visitors to our workplaces.

AFG's vision encompasses a ZEROHARM policy. To achieve this, we are committed to:

- Identifying and complying with all relevant health and safety laws, codes of practice, industry standards and other requirements;
- Promoting a strong culture of health and safety awareness;
- Providing a safe work environment, using safe work practices and providing necessary safety equipment;
- Providing strong, accountable health and safety leadership throughout our business;

# ENVIRONMENT MANAGEMENT

- Adopting best practice for health and safety management and maintaining an effective health and safety management system;
- Establishing, documenting and monitoring measurable objectives and targets to eliminate work related injuries and illnesses that drive continuous improvement of our performance;
- Ensuring adequate resources to implement this policy;
- Providing appropriate training, competency, information and supervision of our workers;
- Encouraging co-operation and engagement by consulting with workers on health and safety matters;
- Proactively identifying, eliminating, controlling or reducing the risk of hazards;
- Maintaining an effective rehabilitation program to return injured employees to gainful employment.

The Health and Safety of all AFG employees is an important business goal that must never be compromised. Every person employed at AFG is responsible for ensuring safe work practices at all times and supports AFG's vision of ZEROHARM. Excellence in health and safety is achieved by the active participation and cooperation of everyone within our organisation.



## ACCREDITED AS/NZS ISO14001: 2015 ENVIRONMENTAL MANAGEMENT SYSTEM

Reducing our impact on the environment is an essential company value and a key component of the way we do business. We strive to conduct our business in an environmentally responsible way preventing pollution and proactively developing environmentally sustainable activities. To achieve this, we are committed to environmental practices that:

- Comply with relevant Federal and State environmental laws and other compliance requirements related to our activities;
- Set objectives and targets to evaluate, and continuously improve, our environmental performance;
- Promote an environmentally aware workplace culture through effective communication, training and supervision;
- Implement ongoing monitoring and inspection programs to prevent environmental damage;

# QUALITY ASSURANCE

- Regularly evaluate our environmental risks to eliminate, control or reduce the risk of environmental impact;
- Reduce greenhouse gas emissions, preserve air quality, reduce noise, control odours and protect and restore biodiversity across our activities;
- Engage and listen to our communities, customers, neighbours, industry groups and regulatory authorities to limit harm to the environment and people from our activities.

Good stewardship of the environment through compliance with this Policy is the responsibility of all AFG employees. Excellence in positive environmental outcomes is achieved through the active participation and cooperation of every employee.



## ACCREDITED AS/NZS ISO 9001: 2015 QUALITY MANAGEMENT SYSTEM

AFG seeks to operate its business in a manner that consistently meets or exceeds the quality standards expected, our customers, public regulators and the communities we are proud to serve. We are committed to continuously improving the quality management systems of our operations.



# Committed to continuously improving the quality management systems of our operations.

To satisfy our customers' requirements, AFG commits to:

- Identifying the changing needs and expectations of our clients and the wider community;
- Implementing processes and procedures that ensure these evolving needs and expectations are integrated with our management systems;
- Providing services on time, at a fair price and in a responsible way;
- Encouraging a culture of continuous improvement in our staff; and

- Training all our employees and contractors to respond at all times in accordance with this policy.

AFG has widely adopted, and continues to introduce, externally audited quality systems as appropriate at its various workplaces throughout Australia. Maintenance of Quality Management systems is one of the means by which AFG aims for excellence in its corporate governance.



# CAPABILITIES

AFG has 3 central business units that offer their valued clients a comprehensive scope of services.



## AUSTRALIAN FACILITIES PLUMBING

- Plumbing
- Preventative Maintenance
- Routine Maintenance
- Construction and Project Works
- Drainage
- Gas and Liquefied Petroleum Gas
- Electrical
- Carpentry
- Irrigation
- Roofing
- Confined Space Entry
- Backflow Prevention
- Thermostatic Mixing Valve
- Pump Repair and Installation
- High Pressure Water Jetting
- CCTV Camera surveying
- Excavation Services
- Water Mains
- Heating Systems
- Sewerage and Stormwater Drainage
- Industrial Gases
- Compressed Air
- Pipe and Cable Location Services
- Electrofusion pipe welding
- Trade wastewater management
- Rainwater harvesting and reuse
- Grease, oil interceptors and acid neutralizing tanks
- Medical gas and compressed air systems
- Physical-containment laboratory systems (PC2 and PC3)
- Emergency safety shower & eyewash equipment annual testing & servicing
- Sewer ejectors, pumps and sewer pits
- Reverse-osmosis water purification systems
- Plumbing condition reports, audits and surveys
- Fire protection services
- Heritage roofing





## AUSTRALIAN FACILITIES FIRE

- Fire Detection (AS1851)
- Gas Suppression System (AS1851 and AS4214)
- Fire Extinguishers (AS1851 and AS2444)
- Fire Hydrants (AS1851 and AS2419.1)
- Fire Hose Reels (AS1851 and AS2441)
- Annual Fire Safety Statements (AS2293.2 and AS2293.1)
- Statutory Testing (Wet Systems)
- Sprinkler Fitting
- Electrical
- Fire Pump Maintenance (Electric and Diesel)
- Excavation Services



## AUSTRALIAN FACILITIES LANDSCAPES

- Grounds Maintenance
- Land Management
- Conservation and Bush Fire Management
- Horticulture Services
- Bush Regeneration
- Landscaping
- Arboriculture
- Parks and Gardens
- Airfield Maintenance
- Slashing
- Weed Control and Mapping
- Sporting Field Maintenance
- Line Marking
- Garden Maintenance
- Sport and Recreation Services
- Pool Lifeguard Attendants
- Gym Attendants
- General Repairs

# PARTNERSHIPS

At AFG, we pride ourselves on our partnerships with our Valued Clients:





**AECOM**



**CUSHMAN &  
WAKEFIELD®**



**SPOTLESS**



**BROADSPECTRUM**



**VOLKSWAGEN**  
GROUP AUSTRALIA



**LAING O'ROURKE**



# TESTIMONIALS FROM CLIENTS

## Delivering a true partnership approach.

Over the past 16 years, Brookfield Global Integrated Solutions (BGIS) have subcontracted directly to Australian Facilities Plumbing across NNSW Defence Sites (other contracts across BGIS) for a range of services covering both Hydraulics and Fire.

Australian Facilities Plumbing have always conducted the works in a professional manner, meeting response and completion times while complying with our WHS requirements. Australian Facilities Plumbing staff, including site, office and management personnel are always well presented, accommodating and approachable.

Australian Facilities Plumbing have completed and continue to complete works of a high standard with qualified staff and well equipped vehicles. Australian Facilities Plumbing are a high performing contractor and in combination with BGIS we look forward to the ongoing delivery of high quality service to all of the BGIS customers throughout the region.

**Stephen Jago**  
Estate Upkeep Manager  
Defence Contract  
*Brookfield Global Integrated Solutions*

S&A Contracting Pty Ltd have subcontracted Australian Facilities Plumbing for a range of projects. These works include the priority jet and root foaming on sewer mains; undertake CCTV inspection of sewer mains, replacing network valves and fire hydrants as well as other general plumbing works.

All the works completed by Australian Facilities Plumbing have been in compliance with S&A WHS requirements as well as being conducted in a professional manner, on time and to the highest of quality.

S&A have enjoyed working with Australian Facilities Plumbing and would definitely award Australian Facilities Plumbing with additional works if the opportunity arises.

**Andrew Christie**  
Director  
*S&A Contracting Pty Ltd*





## TESTIMONIALS FROM CLIENTS

Since November 2014, Brookfield Global Integrated Solutions (BGIS) have engaged Australian Facilities Group for the provision of all grounds and landscaping services on our Department of Defence contract.

During this time the AFL team have demonstrated the highest level of professionalism, flexibility and high work ethic. In a very challenging and demanding environment, their management team are always approachable and willing to provide us with solutions to any issues arising.

Their technical knowledge is second to none. Their compliance and focus on WHS is of the highest calibre. AFL have indeed delivered a true partnership approach and aligned with our organisation to deliver high service levels to our client and I thoroughly recommend their services.

***Christian Barrionuevo***

**Regional Soft Services Manager**

*Brookfield Global Integrated Solutions*





Knowledge • Reliability • Expertise

## CONTACT DETAILS

### AUSTRALIAN FACILITIES GROUP HEAD OFFICE

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