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ACT WINNING PROJECTS 2018

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7 WELCOME



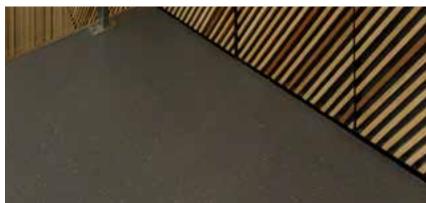
9 WINNERS



56 JUDGES' COMMENDATIONS



60 FINALISTS





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Each year Master Builders celebrates the best local builders, trades and design teams through the Building Excellence Awards program. The Winning Projects magazine showcases the best examples of commercial and civil projects from the awards. With Canberra currently experiencing a construction boom, the commercial judges were spoilt for choice with the number of entries up on previous years.

The 2018 Master Builders ACT Project of the Year was won by Built. a Canberra based commercial builder who constructed the new Brindabella Christian College Junior School building.

Health, community and education facilities were prominent in this years' awards, with other winners including AW Edwards for the Calvary Bruce Private Hospital, Projex Building Group and AMC Architecture for the Erindale Vikings Club, Manteena Commercial for the High Commission of Samoa, and Hindmarsh Constructions for the St Christopher's Cathedral Precinct Development.

Since Master Builders ACT's establishment in 1825, our members have been building Canberra's most iconic buildings, including Parliament House and our national institutions. This year a number of new icons have been added to the long list of Canberra's and Australia's best buildings.

Master Builders could not fully recognise the achievements of our members without experienced and highly qualified judges. We thank them for donating considerable time to the process, and for allowing us to benefit from their expertise.

Master Builders enjoys the support of many valuable sponsors without whose support we would not be able to celebrate the winners in such fine style. We thank them for their ongoing support of excellence in the building and construction industry.

So before you immerse yourself into all that the Winning Projects magazine has to offer, the question you need to ask yourself is, *is your builder a Master Builder*? By choosing a Master Builder member to partner in your new construction project, you can expect a local company that has the highest commitment to quality, safety and customer service.

I commend all of the companies featured in the Winning Projects magazine to you.

Michael Hopkins CEO, Master Builders ACT







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Introducing the 2018 AWARD WINNERS







COMMERCIAL BUILDING \$5MILLION TO \$20MILLION

BUILT

Brindabella Christian College, Junior School



How do you make a great school bigger and better? It helps if you work with a builder who is acutely aware of how the environment in which children spend a great part of their young lives can affect their development. That is why Brindabella Christian College Junior School engaged Built. to undertake construction of their new two-storey building, while keeping the existing school open and fully operational.

The shopping list included 16 new classrooms, an open atrium assembly area, wet play and learning areas, performance spaces, and social meeting areas where students could build friendships and their self-esteem. The serious learning elements are balanced by an internal slide... where students can travel from level one to the ground floor assembly area.

Major projects offer enough challenges when the site is closed. So careful planning and special considerations were essential at Brindebella, to allow classes to continue without interruption. Ongoing access in and around the school environment was essential for teachers and students and, to ensure the protection of the students, the project management team vigilantly ensured all contractors complied with 'Working With Vulnerable People' guidelines before entering the site.

Specifically designed for Kindergarten to Year 4 students the new building was designed with special consideration to ensure that materials used and the construction methods catered for the robust nature of children of this age group.

To make the classrooms warm and inviting, timber cladding was used as a feature on a major wall. Different timber species were selected to create depth and contrast across the large surface and to compliment the stainless steel and glazed balustrades without overpowering them.

The project provided the opportunity for Built. to prototype the integration of security features that enable a full lock down in the event of an emergency or crisis situation. This technology has never been tried or tested in a school of this size before and will serve as an industry benchmark for schools in the future.

With the prospect of additional buildings being constructed on the campus over the next few years, Built. future-proofed the school by providing a complete services master plan to cater for growth over the next 10 years without any disruption and costly re-working required.

The end result of the extension of the Brindabella Christian College Junior School is an educational building where the performance of teaching is supported by careful design and particular selection of materials. Add to this groundbreaking architecture and quirky, unexpected elements, and you have an end result that delivers a creative learning space where inquisitive minds can develop in a fun environment.

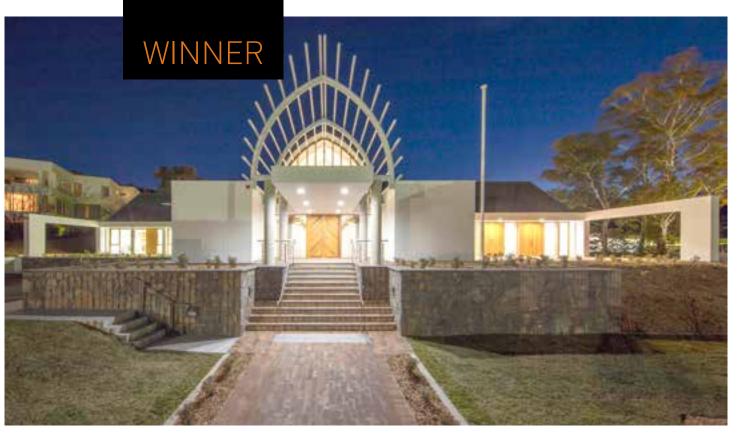


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we continue to forge together.







COMMERCIAL BUILDING UNDER \$5MILLION

MANTEENA COMMERCIAL

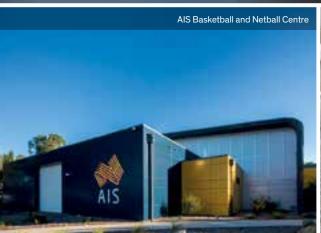
High Commission of Samoa

Located in Yarralumla, the Samoan High Commission is in the centre of Canberra's diplomatic community. The new chancery and official residence is a traditional Samoan fale in a modern setting, and incorporates elements of a typical fale, with sennit-woven motifs decorating the top of the concrete pillars in the reception foyer. Samoan culture is especially prominent in the main foyer section of the project consisting of exposed structural curved beams modernising the traditional arch roof structures while concrete columns provide a functional, modernised alternative to traditional wooden columns. Significant and detailed landscaping provides a large functional area in which to host official diplomatic functions.











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We're proud to have five of our high quality projects and Project Manager, Phillip Ma, nominated for the 2018 Master Builders ACT Excellence in Construction Awards and congratulate all of this year's nominees.

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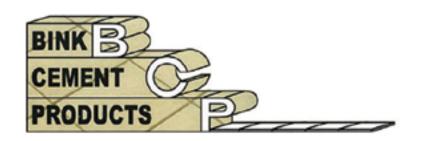
COMMERCIAL BUILDING \$5MILLION TO \$20MILLION

BUILT

Brindabella Christian College Junior School

The Brindabella Christian College Junior School project delivers an exciting mix of spaces. Included are 16 new classrooms, an open atrium assembly area, wet-play, learning and performance spaces and social meeting areas. Add to this an internal slide allowing students to creatively travel from level one to the ground floor assembly, and it's easy to see why this exciting learning space exceeded all expectations. Given the school environment, extremely careful planning was required to ensure 'Working With Vulnerable People' compliance and management. The opportunity to prototype a unique security feature enabling full school lock down has seen Built establish a benchmark for schools in the future.











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COMMERCIAL BUILDING \$20MILLION TO \$50MILLION

HINDMARSH CONSTRUCTION AUSTRALIA

St Christopher's Cathedral Precinct Development

Hindmarsh Construction Australia transformed the derelict site surrounding St Christopher's Cathedral into a new, community-focused precinct without losing the dominance of the Cathedral. Three old buildings were demolished and replaced with a high quality complex, including 44 adaptable residential units, and a spacious administrative building for the Catholic Archdiocese of Canberra and Goulburn. While the project was architecturally focused, the concept was dedicated to maintaining the predominant nature of St Christopher's Cathedral. Careful consideration was also given to the façade of the office building again to ensure it's design was sympathetic to the Cathedral. Key architectural design features were required to reflect, and add further historical significance, while demonstrating a respectful transition from old to new. Overall the architecture, landscaping, paving and updated entry has revitalised the Cathedral. The St Christopher's Cathedral precinct exudes understated elegance.



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COMMERCIAL BUILDING MORE THAN \$50MILLION

AW EDWARDS

Calvary Bruce Private Hospital

The Calvary Bruce Private hospital project involved the design, construction and fit out of a seven-storey private hospital featuring eight state-of-the-art digitally integrated operating theatres. A new pedestrian bridge linking the new hospital to the existing Calvary Public Hospital has enabled the sharing of costly specialist equipment and services between Calvary Public and Private hospitals. The hospital was future-proofed with an inbuilt capacity to expand in-patient capacity by almost 50%. Technically challenging, the project incorporated a complex structural design, fire engineering, the new national data centre for Calvary Health Care to manage their nationwide hospital facilities and many integrated medical data platforms.



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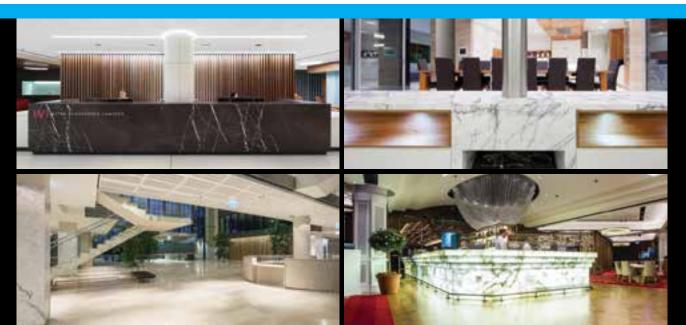
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Clockwise from top left: Meyer Vandenberg Lawyers Reception, Katsanevakis Residence, One Canberra Avenue, Department of Finance, Onyx Bar, Canberra Casino.

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WH&S - SUBCONTRACTOR

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RCS Risk Management

Pacific Stone is the largest supplier of natural stone and manufactured stone benchtops in the region. And as there is a potential for airborne respirable crystalline silica (RCS) dust to be generated, the company implemented a targeted risk management process to determine the level of dust particulate matter in the workshop air by atmospheric sampling. By monitoring the RCS exposure levels of personnel, Pacific Stone could determine the effectiveness of current dust control methods. As the continued health and safety of employees is of paramount importance, the results will be used to determine if there is a need for further control measures to reduce RCS exposure levels.







WH&S - CIVIL

DOWNER EDI WORKS

Downer EDI has an annual contract to spray-seal roads for the ACT government. Each year approximately 1.6 million litres of bitumen is sprayed using a combination of experimental and sustainable surfacing solutions. By using recycled printer toner and suspended fibres in combination with scrap tyre rubber, Downer EDI has significantly reduced the impact on natural resources and minimised the waste taken to landfill. Projects are generally delivered in live site conditions on publicly owned roads and with record low numbers of road closures. Downer has displayed an ability to safely deliver sustainable solutions across the road network while protecting workers and minimising any impact on native flora and fauna.







WH&S - COMMERCIAL

GEOCON

Infinity

Imposing structures, Infinity towers sit majestically in the satellite city of Gungahlin. At 20 and 22 storeys, Infinity apartments by Geocon are Canberra's highest residential buildings. Needless to say a project of this magnitude required a stringent approach to workplace health and safety. Geocon, responded by collaborating with emergency services to produce a range of educational videos to enhance the teams' preparedness in the event of emergency rescue procedures setting a new benchmark for emergency rescue training. This proactive approach is testament to the value Geocon places on worker health and safety.







WH&S - TARGETED RISK MANAGEMENT SYSTEM

CANBERRA CONTRACTORS

Horse Park Drive Duplication 2, 4 and 5

A client (ACT Government) endorsed targeted risk management process was undertaken by Canberra Contractors for the Horse Park Drive construction zone. In view of the concentrated daily traffic flow on the major arterial thoroughfare adjacent to the proposed site, there were concerns that workers might be exposed to cancer-causing diesel engine exhaust from vehicle emissions. The risk management process ultimately confirmed a low concentration of Diesel Particulate Matter (DPM), within the Horse Park Drive work zone. The report provided verifiable assurance that the concentration of airborne DPM at or in the vicinity of the workplace did not represent a concern to either government or private project workers.







SUSTAINABLE CONSTRUCTION - CIVIL

DOWNER EDI WORKS

Modified Capeseal

For the third consecutive year Downer EDI Works has taken out the award for Sustainable Construction of the Year in the civil division and in March 2018 successfully placed 57,227m² of modified capeseal on 3.1 kilometres on the northbound lanes of the Tuggeranong Parkway under a full road closure. This industry leading surfacing solution involved spraying hot binder containing scrap tyre rubber strengthened with geofabric and overlayed by modified capeseal, including suspended fibre technology. The resurfacing of the Parkway was undertaken over a single weekend, with the project finishing ahead of schedule. This resulted in reopening the road to the public seven hours ahead of the programmed time and reduced the overall closure from 53 hours to under 48 hours.



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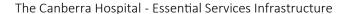


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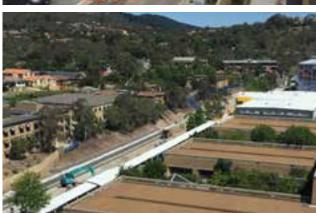






Medium Density - Dual Occupancy, Hughes, ACT







PROJECT EXHIBITING TECHNICAL DIFFICULTY OR INNOVATION

SHAW BUILDING GROUP

The Canberra Hospital - Essential Services Infrastructure

The Essential Services Infrastructure project was exceptionally demanding and involved wholesale changes to all components of the hospital's essential infrastructure. Despite the enormity of the work maintaining all hospital operations was imperative. Covering all major reticulated trunk services on an unprecedented scale, the project involved amongst other civil works, major trenching and excavation under and adjacent to Hospital Road. Access via this critical connecting link was maintained for both vehicular and pedestrian traffic throughout the operation. Shaw Building Group devised and implemented complex programming, sequencing and co-ordination of an exceptionally high order.

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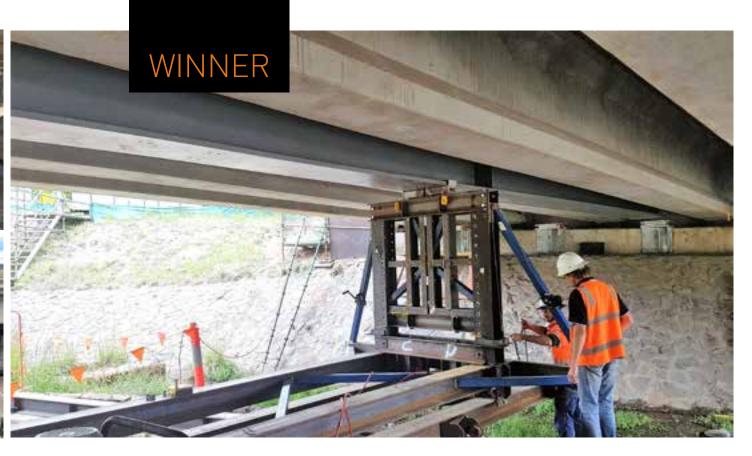
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CIVIL - BRIDGEWORKS

COMPLEX CIVIL

Strengthening of Bridge 5179

Bridge 5179 is a single span bridge covering 27 metres of Guises Creek on the Monaro Highway. Since its construction in 1989 there have been changes in bridge design standards and higher load capacity requirements. Strengthening of the bridge included fabrication and installation of welded steel beams bolted in situ between the existing girders, laterally restrained and mounted on fabricated steel bearing seating brackets. The project encompassed several highly technical elements, including the complex task of positioning new heavy welded steel beam sections underneath the existing bridge structure. Each beam section had to be transversely positioned then hydraulically jacked and shifted into position before being bolted together. The innovative system and methodology included the use of a locally fabricated girder trolley system and the application of grout with an extremely high dynamic loading. Safety, environment and quality management was the focus of the project. Complex Civil worked tirelessly meeting several challenges to achieve exceptional results.







CIVIL - ROADWORKS

CORD CIVIL

Dickson Bus Station

The Dickson Bus Station project provided numerous opportunities for the innovative team at Cord Civil to develop leading-edge engineering solutions to address a range of challenging issues. A variety of different surfaces including flexible pavements and full-depth rigid asphalt and concrete pavements were constructed over stabilised base works to fulfill the requirements of the project brief. Civil Cord also constructed an integrated drainage system with concrete protection encasement where necessary, to allow sufficient protection from new larger and heavier buses. Bus shelters for the new routes were constructed with tree pits containing mature trees added along the concrete verge. The pits contain a specified structural soil-mix to encourage growth, and root barriers to protect the infrastructure. Street-light-poles with CCTV and PA capability, along with detailed landscaping and furniture were also installed. All work was constructed in a high traffic location with ensuing traffic control problems, further enhancing the quality of the solutions developed by Cord Civil for the Dickson Bus Station.







CIVIL - OTHER

CHINCIVIL

West Basin Boardwalk - Stage 1

The West Basin Boardwalk is positioned just above the lake water level in Acton providing a protected cove for recreational lake users with a place to berth watercraft and access the waterfront precinct. The design and construction of the 8.1m wide by 110m long cantilevered boardwalk involved working from both land and water and reengineering of the lake edge profile. Construction included sheet piling, the installation of circular hollow piles and capping beams, the manufacture and installation of precast concrete panels, metal frameworks and floating pontoons. Noteworthy features of the project include the efficient construction over water of architecturally inspired precast panels and timber deck areas with bespoke brass seating features and handrails. The West Basin Boardwalk project was complex in design and presented challenges in navigating through the approval process and construction. However exhaustive planning enabled Chincivil to achieve quality construction, provide safety for the workers and ensure environmental protection of the lake ecosystem.







CIVIL - HYDRAULIC

GUIDELINE ACT

IWC East

The Googong Township is a 784ha Greenfield development located south of Queanbeyan which is intended to house an estimated 18,850 people in 6,200 dwellings. One of the goals of the development was to reduce typical water consumption by 60%, requiring the laying of 1.2kms of pipeline to a newly operational Water Treatment Plant. The existing Bulk Water Pump Station was extended to accommodate new pumps to supply uninterrupted drinking water to the township. The project involved excavation predominately in rock ground material, requiring extensive vibration monitoring to ensure no damage was caused to existing infrastructure. The environmental management plan for the project included strategies to manage and protect endangered fauna, protected flora and various aboriginal heritage sites. The \$4million project also required a new power supply transformer and electrical upgrades. Roadworks, landscaping, drainage, path construction and kerbing round off an excellent collaboration between Guideline ACT, Icon Water and the Googong Township.







CIVIL - SUBDIVISION

CANBERRA CONTRACTORS

Throsby Residential Estate Stage 2

Delivering a new suburb on time and under budget is an impressive feat and that's exactly what Canberra Contractors did when they completed Stage Two of Throsby. The project involved innovative earthwork plans and introduced new topsoil improvement methods to promote landscape germination. Staging the necessary earthworks helped minimise dust and erosion. An adaptive management framework was implemented to monitor the effects the construction might have on Superb Parrot breeding activity adjacent to the site, with some habitat being purposefully relocated to a wild life reserve. There were also sensitive environmental and heritage considerations with both hollow and registered trees located on site and significant aboriginal heritage sites discovered. The project continued during a lengthy period of inclement weather and required the temporary diversion of a floodway creek. Canberra Contractors complied with all applicable laws and regulations, and applied responsible work standards where laws and regulations had not been established.



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BEST USE OF MATERIAL - COMMERCIAL INTERIOR

PARLIAMENT CONSTRUCTIONS

Department of Prime Minister and Cabinet

A team of 25, under the watchful eye of foreman Geoff Kuczerka removed and demolished all furniture, interior structures, partitions, ceilings and joinery to prepare the space for a ground-breaking new look at The Department of Prime Minister and Cabinet – Indigenous Affairs. Forming part of the 'Working Your Way' program this exciting refit has provided staff with access to a flexible, innovative and adaptable working environment. Rich earthy colours, textures and patterns reflecting the Aboriginal people's connection to land was interwoven into the heart of the design, while the curved structures added a brilliant contrast to form an extraordinary space. Parliament Construction's respectful collaboration with PSG Holdings and Architects Davenport Campbell, as well as various trades and contractors on site led to an extremely successful outcome.

16 Bowes Place, Canberra may have taken over Google's mantle as the grooviest place in the world to work.





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BEST USE OF MATERIAL - COMMERCIAL EXTERIOR

BUILT

AIS Basketball and Netball Centre Upgrade

More than three decades of wear and tear took their toll on the original basketball and netball centre at the Australian Institute of Sport (AIS). The cladding and HVAC system had well and truly reached their use by date. The brief was to retain as much of the original design as possible, evolving the material palette into something more modern while incorporating the AIS colour scheme. The overhaul involved replacing the external façade, extending and upgrading the existing plant room pods and providing an upgrade to the existing mechanical and electrical system servicing the centre. Careful planning was required for minimal disruption. The courts remained operational and were utilised daily by the general public and AIS athletes, such as the Australian Diamonds, throughout the refurbishment. The quality of the upgrade has set the benchmark for future recladding projects in the AIS precinct.



With demand for affordable rental housing for lower income earners far outstripping supply in the Canberra region, CHC is planning to activate positive change in collaboration with like-minded partners.

A recent Productivity Commission report revealed close to half of lower income households living in private rental homes in the ACT spend more than 30 per cent of household income on rent.

Canberra is the second least affordable area behind Greater Sydney for lower income earners, according to Anglicare's Rental Affordability Index (May 2018). Housing stress is intensified by the high cost of rent in Canberra's private market. At CHC, we have sharpened our focus – a focus which will help address this challenging situation for many.

As the largest not-for-profit community housing provider in the ACT, we're actively pursuing partnership opportunities - with Government, landholders, debt and equity capital market participants, developers, and support providers – to accelerate delivery against our target to deliver affordable rental homes for over 2000 Canberrans by 2022.

Part of this includes better leveraging fee-for-service and head lease arrangements with third-party owned homes, whether developed by CHC or not, as an avenue to grow supply. By growing the supply of affordable rental homes for lower income earners, CHC aims to help fill the affordability gap that exists between government-provided public housing (Housing ACT) and the private rental market, while also stimulating development activity in the region.

This sharper focus aligns with our mission to provide affordable homes, predominantly for rent, and builds on our vision of creating safe and secure homes in strong communities.

We believe a home is much more than bricks and mortar. For many CHC tenants, our housing has opened doors to employment and study, and improved health and wellbeing.

Currently, CHC provides affordable rental homes for more than 1300 Canberrans, via 447 tenancies. Most of these homes have been developed by CHC. Our portfolio includes a range of standard one-,

two-, three- and four-bedroom houses, townhouses and apartments, and specialist properties, such as group homes and accommodation for people with disability.

Over the past 10 years, CHC has worked closely with the ACT Government and other investment partners to deliver new initiatives and close to 1000 homes

Award-wining joint-venture projects include City Edge, O'Connor (CIC Australia and CHC) and the precinct of Crace (ACT Government, CIC Australia, DHA, CHC and Tatebrook Pty Ltd).

CHC is a credible investment partner with a proven track record, proven joint venture experience, a strong balance sheet with net assets of over \$125m, and a sharpened focus on growing the supply of affordable rental homes for lower income earners in the ACT.

Our current developments, with a direct affordability focus, include:

Group homes, Kambah

Construction has been completed on two, fourbedroom homes, and a five-bedroom specialist group home, all being retained by CHC for affordable rental accommodation

Specialist homes for people with disability, Kambah

Awaiting DA approval for proposed six, twobedroom homes, all to be retained by CHC for rental accommodation

Homes for affordable purchase, Moncrieff and Throsby

Forty-five, two- and three-bedroom homes are close to completion, with several still available as affordable home purchase opportunities, leveraging the ACT Government's Land Rent Scheme.

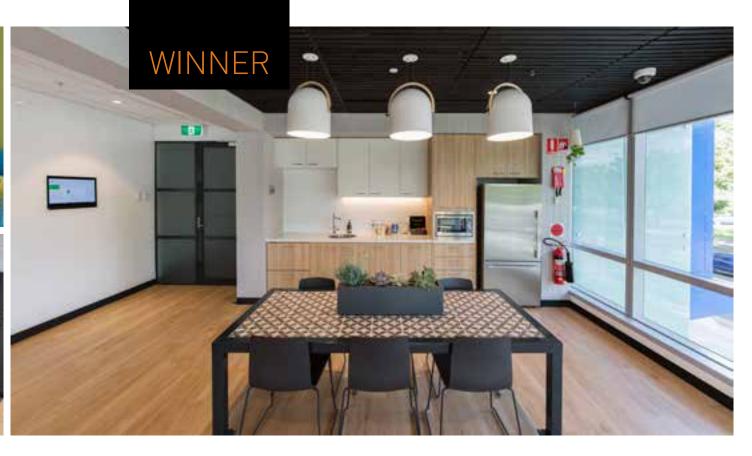
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COMMERCIAL FITOUT, REFURBISHMENT OR ALTERATION LESS THAN \$1MILLION

PROJEX BUILDING GROUP AND AMC ARCHITECTURE

Microsoft Office Fitout

Projex Building Group were engaged to construct the Microsoft Canberra Fitout designed by AMC Architecture. The project was delivered over a nine-week condensed construction period and through a Christmas shutdown period. The objective of the project was to expand the Microsoft tenancy and provide an open plan workstation area, private executive offices, multiple meeting rooms, quiet areas, breakout space, storage, and a kitchenette. The staged handover of the communications room was a critical element of the program to allow Microsoft an additional three weeks to install and commission IT equipment ready for the completion of the new workspace.







COMMERCIAL FITOUT, REFURBISHMENT OR ALTERATION \$1MILLION - \$5MILLION

PROJEX BUILDING GROUP AND AMC ARCHITECTURE

Erindale Vikings Club

Projex Building Group were contracted to refurbish the Erindale Vikings Club with 5500m² of alterations and 285m² of additions. Meticulous planning and delivery was required to allow operations to continue during construction. The project team overcame several legacy challenges during the staged operation. Stage 1 saw the renovation of the underutilised auditorium into a new modernised gaming area with state of the art lighting and audio visual equipment. A new kitchen, open plan bistro and outdoor beer garden were constructed during Stage 2, while the existing bistro became a new Italian Restaurant with outdoor dining areas in Stage 3.



COMMERCIAL FITOUT, REFURBISHMENT OR ALTERATION MORE THAN \$5MILLION

SHAPE AUSTRALIA

Australian Public Service Commission, Treasury Building

To allow the Australian Public Service Commission to relocate to the Treasury Building, works were completed across two buildings over four floors, and included the construction of new open workstation areas, meeting rooms and collaboration spaces. The refurbishment included executive suites with ensuites, private meeting rooms and a board room, as well as a Training Centre. To accommodate the APSC's requirements to relocate due to leasing arrangements, the fit out was completed within eight weeks and handed over on the night of Practical Completion. The seamless transition to commence staff occupation the following business day was testament to the success of the handover.



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- TOPSOIL
- LANDFILL ACCEPTED
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LANDSCAPE DESIGN AND CONSTRUCTION - COMMERCIAL

GLASCOTT LANDSCAPE AND CIVIL

National Boer War Memorial

Raising awareness of Australia's first foreign conflict, The National Boer War Memorial Association actively embarked on a fundraising drive to enable the creation of a national memorial on Anzac Parade. The site was secured in 2008 with the final design being chosen from a national competition in 2012. Glascott were contracted by Group GSA to undertake the project, which included landscape construction, demolishing existing structures and regrading the site. The landscaping included installation of copper clad feature retaining walls, pedestrian pathways, irrigated garden beds and lighting to aid visual effects as well as the installation of four large bronze light horseman statues. After demonstrating high level project management capabilities, the National Boer War Memorial Association asked Glascott to project manage the official opening day of the new memorial.





We understand your project.

At AMA Projects, our highly experienced staff understand the nuances of complex projects and the people behind them.

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SUBCONTRACTOR OF THE YEAR

PARLIAMENT CONSTRUCTIONS

Parliament Constructions has developed rigorous methods and ethical standards to drive all of their projects. So the size of the job is, in many ways irrelevant because this approach underpins all decision-making as it did with the New Zealand High Commission project (pictured above). Parliament Constructions employs a complementary balance of experienced carpenters and ambitious apprentices on all aspects of the projects undertaken. The team is able to link the program requirements with the skills and experience of individual team members. This also allows Parliament Constructions to identify any shortfall in which case they will train the next generation of tradesmen. Parliament Constructions employees are always treated fairly, and refreshingly a huge part of company policy is that family comes first ALWAYS.





ONSITE CONSTRUCTION MANAGER OF THE YEAR

ROSS GREENUP

Shaw Building Group

A good construction manager knows how to communicate effectively, negotiate and delegate. An award winning onsite construction manager such as Ross Greenup from Shaw Building Group certainly has that in spades. Ross also has a great depth of experience and immense knowledge of the building and construction industry. The scale and complexity of The Canberra Hospital – Essential Services Infrastructure project required the best of the best. Canberra's primary health care facility remained fully operational throughout the process, and Ross ensured there was the least amount of disruption to traffic flow as was humanly possible. The nature of the work, if not managed conscientiously had the potential for major negative consequences to the building team, hospital staff, patients and visitors.





PROFESSIONAL OF THE YEAR

ANDREW NAYLOR

BCA Certifiers

Andrew Naylor, Andy as he is known in the industry has incredibly high ethical standards. His attention to the minutiae is exceptional, and has greatly assisted the construction teams by educating and informing them of the latest requirements and innovations occurring in the industry. It is rare in the construction industry to find an individual whose purpose is to communicate with every person involved in any given project in order to achieve an acceptable outcome. Andy is prepared to engage with stakeholder groups to deliver training on the certification process. His co-operative attitude towards the industry and the people he comes into contact with everyday, is a rare talent. He has an innate ability to converse with every single site member, regardless of their role. An exceptional quality!

Master Builders ACT

Customer Service Charter



CUSTOMER SERVICE CHARTER

The Master Builders ACT Customer Service Standards are based on four principles:

- To provide quality service,
- To be responsive to our clients,
- To be transparent in the service we provide, and
- To be professional in our dealings with clients.

Our promise to you. We will:

- Greet you with a smile.
- Answer phone calls promptly.
- Treat you with respect and courtesy and be fair in all our dealings.
- Attempt to respond to your query in full, refer you to the more appropriate area, or call you back as soon as possible.
- Attend appointments and meetings on time.
- Provide clean and appropriate facilities for meetings.

FEEDBACK

Any client, student, or member can provide feedback about our service.

Complaints about MBA members will be responded to in accordance with our Members Code of Conduct.

All other complaints will be responded to in accordance with the MBA Complaints Policy, which can be found at www.mba.org.au.

MEMBERS CODE OF CONDUCT

Members of the MBA are bound by a Code of Conduct based upon the following ethical principles:

- To act at all times with honesty, integrity and responsibility and in the spirit of good faith and fair dealings.
- To deal fairly and equitably with clients and other industry participants at all times.
- Not to engage in any conduct which is unfair, harsh or unconscionable.
- Not to engage in any practice which will lower the standards applicable in the building and construction industry.
- Compliance, not only with the law, but also with the industry standards of conduct prescribed in the Code.
- Accountability for any transgressions of the Code.
- Promotion of an efficient, competitive and ethical building and construction industry.
- Support for continued industry reform, and in particular, changing the adversarial nature of commercial dealing to that of the partnering concept of utmost good faith and fairness in all such dealings.
- By our commitment to this Code we provide our clients with the confidence that using an MBA member is a better way of building.

MASTER BUILDERS ASSOCIATION OF THE ACT

1 Iron Knob St, Fyshwick ACT 2609 PO Box 1211, Fyshwick ACT 2609 **Tel:** (02) 6175 5900 | **Fax:** (02) 6280 9118

Email: canberra@mba.org.au | Web: www.mba.org.au



WINNER

Catherine is looking forward to continuing to expand her knowledge of the building profession across all levels, including; technical skills development, resource management, sustainable initiative awareness, and site-based learning.

Her student experience at the University of Canberra has granted Catherine with a consolidated platform of valued knowledge, and a diverse skillset that she has embraced as she paves the way to a career in construction.



UNIVERSITY OF CANBERRA STUDENT OF THE YEAR

CATHERINE KAMBOURIS

A father's passion, diligence and craftsmanship, was the driving force behind Catherine Kambouris' desire to work within the construction industry. His relentless support and encouragement has seen Catherine grow and prosper. She hopes that one day she will be able to mentor others to achieve the same level of success. Nominated by the University of Canberra for her outstanding commitment to her studies, that resulted in the highest GPA across her degree. Catherine has now completed three degrees at the University of Canberra, and credits her success to the support of the University, her family and employer Lend Lease.



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XPERIENCE OUR VALUES"











SUPPLIER OF THE YEAR

CE CONSTRUCTION SOLUTIONS

A fixture on building sites across Canberra for 45 years, CE Construction Solutions are known for always providing the right solution, fixing the biggest problems and presenting the most practical solutions. There's not a lot of "glitz and glamor" around the CE Construction Solutions systems, in fact more often than not they're buried in a concrete slab or hidden under tiles. However CE Construction Solutions routinely deliver the most cost effective and efficient way to get the job done right from the start. From the Cotter Dam concrete admixture and repair solutions to refurbishing the epoxy flooring in the kitchens of Parliament House or anti-graffiti coating on most Canberra sculptures.





Contact Tim for your business super needs
Tim Waterson
Business Superannuation Consultant, ACT



0413 636 750



tim.waterson@cbussuper.com.au

Read the relevant Cbus Product Disclosure Statement and other related documents to decide whether Cbus is right for you. Call **1300 361 784** or visit **www.cbussuper.com.au** for a copy.

Cbus' Trustee: United Super Pty Ltd ABN 46 006 261 623 AFSL 233792 Cbus ABN 75 493 363 262.





PROJECT MANAGER OF THE YEAR

SEAN HAGUE

Manteena Commercial

Sean is no stranger to winning awards. In 2017 he was presented with the Australian Institute of Building Award for Commercial Fitout (\$10million category) in the ACT as well as on the national stage. This award was achieved due to best work standards being exceeded. This included customised inspection test plans which went beyond the quality requirement of both ISO 9001 and the OFSC criteria and advanced construction programming techniques. As a result, the information Sean produced for this work was implemented throughout Manteena to raise quality standards. Sean's dedication has always been obvious, throughout his university studies he maintained a full-time working commitment to Manteena as a Project Manager while securing a High Distinction average. This was further recognized in 2014 when Sean received the AIB ACT Chapter Medal for highest grade point average. Sean was responsible for the delivery of two projects nominated by Manteena in the 2018 MBA Awards: the High Commission of Samoa; and St Mary MacKillop College - Stage 1.

COMMENDATIONS



COMMERCIAL BUILDING UNDER \$5MILLION

MANTEENA COMMERCIAL

The Link, Ginninderry
Multi-Purpose Community Centre



COMMERCIAL FITOUT, REFURBISHMENT OR ALTERATION \$1MILLION - \$5MILLION

BOSS CONSTRUCTIONS (ACT)

National Museum of Australia Main Hall Refurbishment



CIVIL - HYDRAULIC

CORD CIVIL

Relocation of Existing Sewer Main -Block 17 Section 61 Downer, including Icon Water Sewer Upgrade

JUDGES

COMMENDATIONS



LANDSCAPE DESIGN AND CONSTRUCTION - COMMERCIAL

ABLE LANDSCAPING

National Arboretum Canberra - Gallery of Gardens



COMMERCIAL BUILDING MORE THAN \$50MILLION

FDC CONSTRUCTION AND FITOUT,
RICHARD CROOKES CONSTRUCTIONS,
DARYL JACKSON ALASTAIR SWAYN AND
NETTLETONTRIBE

Tuggeranong Office Park



PROJECT MANAGER OF THE YEAR

KIRSTY REAKS, DOWNER EDI WORKS

PROJECT OF THE YEAR FINALISTS





BUILT

Brindabella Christian College Junior School



COMMERCIAL BUILDING – MORE THAN \$50MILLION

AW EDWARDS

Calvary Bruce Private Hospital



COMMERCIAL FITOUT, REFURBISHMENT OR ALTERATION \$1MILLION - \$5MILLION

PROJEX BUILDING GROUP AND AMC ARCHITECTURE

Erindale Vikings Club

PROJECT OF THE YEAR FINALISTS



Entries in all Commercial categories were outstanding this year.

COMMERCIAL BUILDING – LESS THAN \$5MILLION

MANTEENA COMMERCIAL

High Commission of Samoa

COMMERCIAL BUILDING \$20M TO \$50MILLION

HINDMARSH CONSTRUCTION

St Christopher's Cathedral Precinct Development



COMMERCIAL FITOUT, REFURBISHMENT OR ALTERATION LESS THAN \$1MILLION

AMA PROJECTS

National Capital Authority Office Refurbishment



COMMERCIAL FITOUT, REFURBISHMENT OR ALTERATION LESS THAN \$1MILLION

PROJEX BUILDING GROUP AND AMC ARCHITECTURE

Microsoft Office Fitout



COMMERCIAL FITOUT, REFURBISHMENT OR ALTERATION \$1MILLION - \$5MILLION

PBS BUILDING (ACT)

Commonwealth Club



COMMERCIAL FITOUT, REFURBISHMENT OR ALTERATION \$1MILLION - \$5MILLION

PROJEX BUILDING GROUP AND AMC ARCHITECTURE

Erindale Vikings Club



COMMERCIAL FITOUT, REFURBISHMENT OR ALTERATION \$1MILLION - \$5MILLION

AMA PROJECTS

Department of Foreign Affairs and Trade Diplomatic Academy



COMMERCIAL FITOUT, REFURBISHMENT OR ALTERATION \$1MILLION - \$5MILLION

BUILT

CDPP Canberra Office Fitout



COMMERCIAL FITOUT, REFURBISHMENT OR
ALTERATION \$1MILLION - \$5MILLION
CONSTRUCTION CONTROL (AUSTRALIA)
Canberra Airport Group Office Fitout



COMMERCIAL FITOUT, REFURBISHMENT OR
ALTERATION \$1MILLION - \$5MILLION

BLACKETT COMMERCIAL

Raku



COMMERCIAL FITOUT, REFURBISHMENT OR
ALTERATION \$1MILLION - \$5MILLION

BOSS CONSTRUCTIONS (ACT)

National Museum of Australia
Main Hall Refurbishment



COMMERCIAL FITOUT, REFURBISHMENT OR
ALTERATION MORE THAN \$5MILLION
SHAPE AUSTRALIA

Australian Public Service Commission, Treasury Building



COMMERCIAL FITOUT, REFURBISHMENT OR ALTERATION MORE THAN \$5MILLION

INTACT PROJECTS

CSC Canberra, 7 London Circuit



COMMERCIAL FITOUT, REFURBISHMENT OR ALTERATION MORE THAN \$5MILLION
CONSTRUCTION CONTROL (AUSTRALIA)

Australian Cyber Security Centre



DOWNER EDI WORKS

Modified Capeseal



SUSTAINABLE CONSTRUCTION - CIVIL

DOWNER EDI WORKS

Tonerseal



SUSTAINABLE CONSTRUCTION - CIVIL

DOWNER EDI WORKS

Low Carbon Asphalt incorporating recycled glass



SUSTAINABLE CONSTRUCTION - CIVIL

DOWNER EDI WORKS

ACT Resealing Contract



SUSTAINABLE CONSTRUCTION - CIVIL

DOWNER EDI WORKS

Coldmix Asphalt (using high flash point cutter)



PROJECT EXHIBITING TECHNICAL DIFFICULTY
OR INNOVATION
SHAW BUILDING GROUP
The Canberra Hospital - Essential Services
Infrastructure



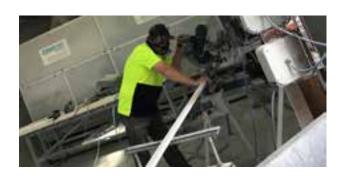
PROJECT EXHIBITING TECHNICAL DIFFICULTY
OR INNOVATION
BUILT
North Building HVAC Upgrade



WH&S - COMMERCIAL
GEOCON
Infinity



WH&S - CIVIL
DOWNER EDI WORKS
Tuggeranong Parkway



WH&S - SUBCONTRACTOR
PACIFIC STONE
RCS Risk Management



WH&S - TARGETED RISK MANAGEMENT SYSTEM

CANBERRA CONTRACTORS

Horse Park Drive Duplication 2, 4 and 5



WH&S - TARGETED RISK MANAGEMENT SYSTEM

DOWNER EDI WORKS

Tuggeranong Parkway Reseal Traffic Management



CIVIL - BRIDGEWORKS

CORD CIVIL AND INDESCO

Moncrieff Pedestrian Bridge, Maintenance Tracks &

Amaroo School Paths



CIVIL - BRIDGEWORKS

COMPLEX CIVIL

Strengthening of Bridge 5179



CIVIL - OTHER
CHINCIVIL
West Basin Boardwalk - Stage 1



CIVIL - OTHER

CANBERRA CONTRACTORS

Moncrieff Community Recreation Irrigated Parkland



CIVIL - HYDRAULIC
GUIDELINE ACT
IWC East



CIVIL - HYDRAULIC

CORD CIVIL

Relocation of Existing Sewer Main Block 17 Section 61 Downer, including
Icon Water Sewer Upgrade



CIVIL - SUBDIVISION

CANBERRA CONTRACTORS

Throsby Residential Estate Stage 2



CIVIL - SUBDIVISION
HUON CONTRACTORS
The Meadows - Googong



CIVIL - SUBDIVISION

BMD CONSTRUCTIONS

Taylor Estate Stages 2A and 2B



CIVIL - ROADWORKS

CORD CIVIL

Dickson Bus Station



CIVIL - ROADWORKS

COMPLEX CIVIL

John Gorton Building Carpark Upgrade



CIVIL - ROADWORKS
WODEN CONTRACTORS
Majura Link Road Project (Stage 2)



COMMERCIAL BUILDING UNDER \$5MILLION

MANTEENA COMMERCIAL

High Commission of Samoa



COMMERCIAL BUILDING UNDER \$5MILLION
IQON
Caroline Chisholm Centre of Innovation and Learning



COMMERCIAL BUILDING UNDER \$5MILLION
PBS BUILDING (ACT)
Radford College Stage 1



COMMERCIAL BUILDING UNDER \$5MILLION
BUILT
Canberra Grammar School Edwards Annex



COMMERCIAL BUILDING UNDER \$5MILLION

MANTEENA COMMERCIAL

"The Link" Ginninderry

Multi-Purpose Community Centre



COMMERCIAL BUILDING UNDER \$5MILLION
CONSTRUCTION CONTROL AUSTRALIA
Canberra Girls Grammar Aquatic Centre



COMMERCIAL BUILDING \$20MILLION TO \$50MILLION HINDMARSH CONSTRUCTION AUSTRALIA

St Christopher's Cathedral Precinct Development



\$5MILLION TO \$20MILLION
BUILT

Brindabella Christian College Junior School



COMMERCIAL BUILDING \$5MILLION TO \$20MILLION MANTEENA COMMERCIAL St Mary MacKillop College – Stage 1



COMMERCIAL BUILDING MORE THAN \$50MILLIONFDC CONSTRUCTION AND FITOUT, RICHARD

CROOKES CONSTRUCTIONS, DARYL JACKSON
ALASTAIR SWAYN AND NETTL FTONTRIBE

Tuggeranong Office Park



COMMERCIAL BUILDING MORE THAN \$50MILLION

AW FDWARDS

Calvary Bruce Private Hospital



MONARCH INTERIOR SOLUTIONS

John McGrath Kia, Queanbeyan



BEST USE OF MATERIAL - COMMERCIAL INTERIORPARLIAMENT CONSTRUCTIONS

Department of Prime Minister and Cabinet Refurbishment, Woden



BEST USE OF MATERIAL - COMMERCIAL INTERIOR
CAPITAL VENEERING AND DARYL JACKSON
ALASTAIR SWAYN

Department of Social Services, Tuggeranong Office Park



PARLIAMENT CONSTRUCTIONS

New Zealand High Commission Yarralumla



BEST USE OF MATERIAL - COMMERCIAL EXTERIOR
BUILT

AIS Basketball and Netball Centre Upgrade



BEST USE OF MATERIAL - COMMERCIAL EXTERIOR
COUNTRY 2 CITY METAL ROOFING

Fairley Childcare Centre, Murrumbateman



BEST USE OF MATERIAL - COMMERCIAL EXTERIOR

PRO METALWORK

Brindabella Christian College Feature Façade



LANDSCAPE DESIGN AND CONSTRUCTION COMMERCIAL
GLASCOTT LANDSCAPE AND CIVIL

National Boer War Memorial



LANDSCAPE DESIGN AND CONSTRUCTION - COMMERCIAL

GLASCOTT LANDSCAPE AND CIVIL Yerradhang Nguru Playground, Googong



LANDSCAPE DESIGN AND CONSTRUCTION - COMMERCIAL

ABLE LANDSCAPING

National Arboretum Canberra - Gallery of Gardens



SUBCONTRACTOR OF THE YEAR
PARLIAMENT CONSTRUCTIONS



SUBCONTRACTOR OF THE YEAR
ABS FACADES



SUBCONTRACTOR OF THE YEAR
COUNTRY 2 CITY METAL ROOFING



PROFESSIONAL OF THE YEAR
ANDREW CROMPTON
g2w



PROFESSIONAL OF THE YEAR
HELEN TADIELLO
Sugar Designs



PROFESSIONAL OF THE YEAR
ANDREW NAYLOR
BCA Certifiers



PROJECT MANAGER OF THE YEAR
STUART CHRISTIAN
Core Building Group



PROJECT MANAGER OF THE YEAR
SEAN HAGUE
Manteena Commercial



PROJECT MANAGER OF THE YEAR
PHILLIP MA
Built



PROJECT MANAGER OF THE YEAR
PRISCILLA BARRINGTON
SHAPE Australia



PROJECT MANAGER OF THE YEAR
KIRSTY REAKS
Downer EDI Works



yet rigorous construction approach across all sectors.

Our local offer is strengthened by our 40 full time staff, accredited systems and financial stability of the wider RCC business.

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to prosper.

through to aged care.

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CONSTRUCTIONS





CONSISTENTLY AWARDED FOR EXCELLENCE

Monarch is honoured to have a proud record of achievement in the MBA ACT Awards program.

Here's a look back at some of our winning projects from the past. You can see many more of our successful achievements on our website.

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