



"better on so many levels"

Minc Elevator Consulting
CORPORATE CAPABILITY STATEMENT

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1. Executive Summary

1.1 Minc Elevator Consulting (MEC) a Better Way:

Minc Elevator Consulting provides a full range of services to cover all aspects of Elevators, Escalators and Moving Walkways in a way not before seen in the industry. With over 100 years experience in the elevator industry, ranging from design, installation, servicing, repair to the commissioning of lifts and moving walkways in Australia and overseas, you can choose Minc Elevator Consulting with confidence.

“Minc Elevator Consulting provides services to a level never seen before in the industry.”

MEC consultants have successfully completed Quality Business training and ISO auditing accreditation. The Minc group’s commitment to quality is reflected through their certification to ISO9001:2015 quality standards. Additionally, the Minc group has gained Health and Safety Accreditation through leading Risk Management Consulting Groups.

No matter the kind of vertical transportation – Minc has the experience, expertise, and quality systems to ensure the best possible solutions for our customers.

The following pages provide an overview of Minc, our capabilities, expertise, and commitment to take care of your vertical transportation asset.

1.2 MEC – The Experts in Managing Your Lift and Escalator Service:

The MEC team works diligently to maintain and protect your vertical transportation assets to the highest standards and negotiates, on your behalf, with all suppliers to ensure maximum efficiencies and cost savings.

We will maintain all your property interests, wherever and whenever - protecting both your property from damage and yourselves from potential liability issues.

MEC has the resources, experience, systems, service structure and 'yes we can' attitude that makes us leaders in maintaining and protecting your property assets.

All Minc clients receive:

- One number access to 24 hour, 7 day a week service
- Prompt response to all urgent requests
- Site specific online works management system – providing up to date job status and reporting
- Reliable, safe and efficient service delivery
- Increased owner / occupant satisfaction
- Competent, courteous and tidy personnel
- Helpful, professional and quality advice
- \$20 million Public Liability Insurance
- \$2 million Professional Indemnity Insurance
- All relevant Licences are held
- All work guaranteed

Minc works strictly within the guidelines of Australian Standards and Workplace Health and Safety Legislation.

1.3 Minc Services – A Powerful Group:

Minc provides totally integrated solutions in the construction and services industry, including project works, remedial & rectification, maintenance, cleaning and facilities management. Our corporate clients include building owners, managers, bodies corporate, tenants, developers and contractors.

We take great pride in maintaining and protecting our clients' property assets - customer service and value creation are fundamental to our success.

“From the grounds to the roof and everything in between....We'll take care of it.”

Whether your building is commercial, retail, industrial, high rise residential, hospitality, government, education or aged care – Minc has the experience, expertise and quality systems to ensure we maintain and protect your property to the highest standards and enhance your returns.

Additionally, we seek to continually improve our management technique and practices to better integrate with our clients. Our ability to achieve our clients' goals is based on a combination of our local knowledge and our commitment to the principles of efficiency and accountability.

Minc's people add value through creative planning, cost control, procurement options, and effective communication and co-ordination from the beginning to the end of any project.

Because we are a multi-regional company, our project teams enjoy the added advantage of access to a variety of group-wide resources including specialized personnel, procurement networks, and new concept technology for planning, design and construction.

The following pages provide an overview of Minc, our capabilities, expertise, and commitment to take care of your property.

2. Company Overview

2.1 Company Information:

Minc Elevator Consulting

Phone:

1300 88 6462

Website:

www.mincelevatorconsulting.com.au

Licensed Builders

2.2 Geographic Locations:

- Adelaide
- Brisbane
- Cairns
- Canberra
- Darwin
- Gold Coast
- Melbourne
- Newcastle
- Perth
- Sunshine Coast
- Sydney
- Europe
- New Zealand



2.3 The MEC team – Industry Experience

“Minc Elevator Consulting: you can buy experience.”

Minc’s senior people have, amongst them over 100 years combined industry experience in a broad range of expertise that is constantly drawn upon to ensure we always meet and exceed our customers’ needs and expectations. Minc is continually upgrading and improving our methods to ensure the latest technologies are employed in the delivery of services.

Minc’s senior management’s industry qualifications and experience includes but is not limited to:

- Project Management, both in Australia and overseas – exclusive MEC Project Management Plan
- Open Building Licence, incorporating licensed Site Supervision
- Electrical and mechanical services engineering, – HVAC maintaining an Unlimited Design Licence
- Electrical Contractor’s Licence – servicing all electrical fields, including cabling, data, and telephony (Cat5E, Coax and Optical Fibre) and thermal imaging.
- Detailed management and knowledge of the people product and processes of Lift Suppliers
- Engineering (various disciplines)
- More than 100 years combined experience in all aspects of the elevator business, from trade to regional and senior management level
- In-House Occupational Health and Safety Officers
- In-House Quality Auditor
- Facilities Management

Whilst the above is not an exhaustive list, it gives an overview of the type of experience that Minc brings to our client’s.

3. Client & Property Groups We Take Care Of

- Building Owners
- Building Managers
- Bodies Corporate
- Building Contractors
- Developers
- Tenants



Commercial



Retail



Industrial



Residential



Hospitality



Tourism



Government



Education



Aged Care

4. Core Services



Minc Elevator Consulting takes care of its clients through its five service streams and their associated disciplines as outlined above.

4.1 Performance and Compliance Audits

MEC provides cost effective audits for all kinds of vertical transportation and moving walkways, to optimize the life cycle of our client's property assets.

We provide professional consultation to property owners and managers to ensure that they meet or exceed legislative and technical requirements and policies affecting the design, construction, maintenance and / or performance of these assets.

MEC prides itself in delivering high quality, cost effective projects, that are efficiently managed and completed on time and under budget.

The benefits to our clients include:

- Maximising return on investment through our focus on time, cost, quality, scope, and risk
- OH&S compliancy
- Improved lift service resulting in increased occupant satisfaction
- Peace of mind that your lifts and service provider are operating as best they can
- Reduction in running costs

“MEC delivers high quality, cost effective audits that start the process to improve your vertical transportation asset.”



Quick Field Review:

A Minc Elevator Consultant will perform a site inspection and deliver a report answering the following:

- Are the lifts performing as designed?
- Are there any safety or Code non-compliances?
- Are you getting value for money from your service provider?
- What are the possibilities for improvements?

The written review is usually provided to you within 24 hours of the site visit.

Detailed Site Audit:

A Minc Elevator Consultant will perform a site visit along with the service provider who will provide us with information on the maintenance and breakdown history.

We will provide you with a full report on:

- Quality of Maintenance being performed
- Analysis of breakdowns and responses to breakdowns
- Report on condition of equipment and longevity
- Report on latest code and regulations non-compliances
- Requirements and suggestions for immediate and short-term improvements
- Suggestions for long-term improvements
- A plan to manage it all on your behalf

MEC provides positive results, so that building owners / managers are confident that their job is **“done right the first time”**.

“MEC focus’ on delivering the right result that brings lasting value to your organisation.”

4.2 Design and Specifications for New Projects or Modernisations

Elevator systems have a limited life span. Like any other moving machinery, they are subject to wear and tear. A Minc Elevator Consultant provides independent advice on making the right decision on Upgrading or Replacing your lift system.

Our vast experience in all aspects of this discipline guarantees that no problem is too tough for MEC to solve.

The benefits to our clients include:

- Prolonging the life of your buildings
- Tailored Repair strategies through accurate condition assessment
- Access to specialist suppliers providing you with leading edge products
- Improved tenant and visitor satisfaction

Modernize / Replace Solutions:

MEC specializes in increasing the value of your property assets through finding the right solution. Through our in-depth liaison with you, we establish what is right for your building to maximize the value of your asset.

A Minc Elevator Consultant specializes in:

- Recommendation of upgrading solutions to improve your lift system
- Recommendation of modernisation solutions to improve your current lift system
- Recommendation of replacement solutions

“MEC specialises in managing the whole upgrading process on your behalf.”

Codes / Safety Regulations Compliance:

A legal responsibility exists for building owners / managers or those in control of the building plant and equipment to ensure the building is maintained in accordance with required and desired standards and that the documentary evidence to support this is maintained.

MEC provides specialized audits in view of compliance with codes and safety regulations of your current lift systems. An outdated system may not be complying with the latest codes and safety regulations.

Finance Solutions:

Sometimes it may be necessary to upgrade, modernise or replace without sufficient funds.

A Minc Elevator Consultant assists in:

- Arranging finance to approved customers.

New Project Specifications:

“MEC ensures that your lift system complies with the latest codes and safety regulations.”

4.3 Project Management

Any project management can be a daunting task.

A professional Minc Elevators Project Manager will ensure that:

- Your projects are delivered on time and under budget.
- Owners, tenants, and all other stakeholders have a safe environment while the works are performed.
- A quality planned and managed project.

Programming:

A lift project is a specialised project that requires a specialist plan. MEC developed the Minc Elevator Consulting Project Management Plan.

Benefits to the customer:

- Over 45 key aspects and sections are monitored and controlled which gives you peace of mind.
- Smooth project delivery.

Defect Liability Period:

To ensure your lift performs to specifications, **a Minc Elevator Consulting can assist with:**

- regular inspections and
- acceptance testing

throughout and at the end of the defect liability period.

Scheduling / Monitoring:

Is your lift service company performing the tasks you are paying for?

A Minc Elevator Consultant can give you peace of mind by:

- monitoring
- scheduling

to ensure that you get what you are paying for.

4.4 Portfolio Management

Minc Elevator Consultants have worked with many of the current lift companies. We know that not all lift companies are the same. Contracting the right company for each building is critical to an efficient service.

Budgeting and Scheduling:

Especially in the lift industry prices vary significantly.

A Minc Elevator Consultant has the industry experience to advise, if you are paying the right price for the lift service you are receiving.

Services Provider Selection:

There are many lifts services providers on the market and in a specialized field like this it is often difficult to judge who is the right services provider for your asset.

A Minc Elevator Consultant investigates, if:

- Your services provider has the skilled staff to perform the day-to-day maintenance.
- Has the technical support and backup in cases of emergency.
- Had the adequate resources to respond in times of emergency and after normal hours.
- Has the regulatory licences and coverage for staff to perform the works.
- Has spare parts in local offices to repair the equipment.
- Has the technology and tools to perform the work.

Contract Administration:

A Minc Elevator Consultant

Maintenance Specifications:

A Minc Elevator Consultant

4.5 Special Services

Minc Elevator Consulting provides you with special services when the need arises. Because of the vast experience within the partners of MEC, we can advise on most cases and on most products and situations. Be assured we have seen it all!

“We can act immediately to help in times of emergency and need.”

Expert Witness:

To successfully evaluate the various issues in any given claim, Minc Elevator Consulting has:

- Over 100 years combined experience in the lift industry, ranging from design, installation, servicing, repair to the commissioning of lifts and moving walkways in Australia and overseas.
- A thorough understanding of relevant Safety Codes.
- A history of accident investigation.

Insurance Claims:

Insurance claims need to be settled and assessed quickly to allow the repairs from damage to be organised and underway. Especially when it comes to vertical transportation – the lifeline of your building asset.

A Minc Elevator Consultant can:

- Assess the damage to lift and escalator equipment resulting from weather, water, storm, fire, and other causes of damage.
- Review the fact and supply a technical evaluation on cause and effect in damages claims

Mediation:

Sometime there is a need of an independent mediator during operational issues in commercial and contractual disputes.

Technical Advice:

A Minc Elevator Consultant

5. OH&S

An effective and efficient "Workplace Health & Safety Risk Management Program" is a necessary component of today's business activities. All Minc divisions view safety as the primary focus in all activities. It is one of Minc's fundamental beliefs and values and a priority in everyday practice.

Occupational Health & Safety Policy:

A primary objective of Minc is to ensure the safest work and health environment for our entire team, our customers, and the general public.

We will achieve this by:

- Emphasizing that nothing is as important as the health and wellbeing of every person
- Ensuring that everyone's responsibilities under Workplace Health & Safety Legislation is being addressed
- Using up to date and professional safety advice and training
- Making zero accidents the only acceptable standard
- Continual improvement of health and safety by involving everyone in the safety process

6. Quality Control Standards

All Minc divisions meet ISO 9001 quality control standards.

Continuous improvement is at the heart of Minc's operational success. The strong relationships that have been forged with our customers is evidence of our ability to continually refine and improve service delivery outcomes.

Quality Policy:

A primary Minc objective is to continually improve our customer care.

We will achieve this by:

- Understanding and conforming to our customers' requirements
- Making zero non-conformances the only acceptable standard
- Using current and professional quality advice and training
- Continual improvement of our business by involving everyone in the quality process
- Making quality a major priority and the equal responsibility of all team members
- Ensuring all work is carried out to relevant industry standards including the Building Code of Australia and Standards Australia
- *Quality Audits* – audits capture essential detail on the ongoing performance and consistency of delivery against the contract. Audit results are gathered on a weekly basis to capture non-conformances against the specification and performance trends.
- *Internal Audits* – regular internal audits of the onsite systems in place will be conducted by trained Minc personnel (external to the Council contract). These audits monitor compliance to Minc procedures and policies to ensure conformance against contract specification is being maintained and that company provided site documentation is being followed.

7. Environmental Impact

Minc aims to minimise the environmental impact of all our business divisions.

Minc adheres to ISO 14001 Environmental Management Systems standard.

As a global citizen, Minc is committed to reducing and preventing harmful effects on the environment and promoting healthy places for working and living.

Minc can partner with you in creating a cost effective and environmentally friendly project for your facility - from recycling waste and hazardous material to energy efficient processes, Minc can create a comprehensive program for all your works; we "provide the results you can see."

In our various divisions we use environmentally friendly products, using reusable consumables such as microfiber in lieu of cloths in our cleaning division; we also look at the environmental impact of our processes entire lifecycle, from development to disposal before finalising our designs.

We continually improve our processes by migrating from hard copy to electronic files so that we work towards a paperless environment.

Minc can assist clients and provide recommendations to reduce CO² emissions and costs.

8. Industrial Relations

Minc understands and appreciates the issues associated with creating and maintaining a harmonious Industrial Relations (IR) environment as a prerequisite for effective delivery of the site services required by clients.

Minc's IR expertise is well known and Minc has a dedicated IR team with over 30 years' experience in working with unions, employees, and employer advocates. This dedicated IR department will be available to provide strategic advice on IR issues and will work closely with the client representatives to ensure that Minc adopts a consistent and cohesive approach when dealing with IR matters, protecting the integrity of any agreements reached and to safeguard interests of Minc's clients. In many cases our clients have relied upon our experience and expertise to assist through sensitive transitions whilst outsourcing, changing entrenched work practices, or engaging blue collar workforces under alternate IR landscapes.

Human Resources Policy:

A primary Minc objective is to promote the well-being of its employees in the workplace and to maintain high standards of professional conduct and work performance. Accordingly, only professional conduct standards and behaviour are acceptable, and corrective actions may be imposed to address behaviour and employment problems.

Our management team has been involved in all facets of Industrial Relations including:

- Enterprise Bargaining
- Union Negotiations and Discussion
- Award Interpretation

9. Testimonials

“Minc Elevator Consulting takes care of it for us.”



Circle on Cavill, Ian Herbst

MEC saved us thousands of dollars of our lift maintenance costs and gave us confidence with their expert advice!

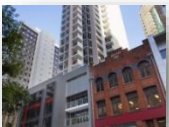
I have been involved with Minc Elevator Consulting for the past three years and not only did they save us money, staff from Minc Elevator Consulting also expertly negotiated with the Lift Maintenance Provider on our behalf and implemented a fully comprehensive lift maintenance contract with penalty clauses and KPIs and saved us approximately thousands of dollars of our previous maintenance contract price.

From time to time incidents will occur with lifts. We had the occasion to seek expert advice in one instance and used MEC. They successfully investigated and negotiated with the lift maintenance contractor to rectify the root cause of the incident.

Ian Herbst, Building Manager would be pleased to discuss the above. M: 0466 571 324

Joseph Olejnik, M: 0409 001 007

www.mincelevatorconsulting.com.au



Midtown Apartments, Ian Preston

MEC identified incorrect Lift Repair Invoices, organized refunds, reduced our lift maintenance fees and saved us money!

Comparing Lift Repair Invoices to the actual maintenance contract conditions requires an expert.

We engaged Minc Elevator Consulting (MEC) to do this and they found that some of the lift repair Invoices we had received from the lift maintenance provider were actually covered under the maintenance contract that we had in place. The staff at Minc Elevator Consulting was extremely knowledgeable in regard to maintenance contract conditions and negotiated with the lift maintenance provider for significant savings for Midtown Apartments.

Ian Preston, Building Manager would be pleased to discuss the above. M: 0434 738 363



Hayman Island, Neil Mittag

MEC saved us \$500,000.00 and assisted us in post cyclone recovery!

As you may be aware the Mulpha Group owns and manages six-star resorts around the world. One of which is Hayman Island in the Whitsundays.

In 2017 our resort on Hayman Island was devastated by Cyclone Debbie, consequently the 12 lifts and 4 hoists on the island were severely impacted by this event.

Our management team conducted a thorough process of selecting a suitable lift consultancy that would have the capacity to audit the vertical transport, write specifications for replacement of the equipment, tender to suitable professional lift companies, manage the project delivery from start to finish, culminating in the implementation of a new performance based Maintenance Agreement.

Due to the uniqueness of our situation, the specification needed to be tailored for special requirements, i.e., the remote location, accessibility, and delivery constraints, coordinating with all other building and construction that was occurring at the same time.

Our initial thoughts were to just make a global decision to replace all units; however Minc Elevator Consulting, based on their comprehensive industry knowledge and thorough audit of the damaged equipment suggested various options which included replacing some of the equipment and for the equipment that was less damaged to be refurbished with the parts from the removed equipment. This led to a saving of approximately \$500,000.00.

I highly recommend Minc Elevator Consulting, the professionalism that they showed throughout the project from initial audit, right through specification, tendering process, project management and final completion exceeded our expectations.

I wish to thank Minc Elevator Consulting for their efforts to make our recovery from Cyclone Debbie a success and once again become a six-star resort!

Neil Mittag, Head of Construction would be please to discuss the above. M: 0409 493 460

10. Notable Projects

Multiple rises 26 lifts:

Full compliance audits, new MEC performance based maintenance agreement.



Multiple rises:

Moving walks replacement, new MEC performance based maintenance agreement.



Soleil:

Full Lift Audit, Maintenance Tender, new MEC performance based maintenance agreement.



Hayman Island:

Maintenance Tender, Modernisation and new lift and hoists, - 12 lifts.



Shopping Centre:

Moving Walks Replacement



Schools:

Audit, new lift, new MEC performance based maintenance agreement



11. Our Clients Include



Australian Government
Department of Education



More....

12. Industry Associations



13. Our Promise to You

“Experience and Expertise you can trust.”

We strive to provide you with the right product at the right time, all the while delivering stand-out service and professional advice.

Our promise to remain accountable, committed, and proactive is the basis of our customer service ethic.



**The experts in vertical transportation.
Guaranteed.**

Please visit www.mincelevatorconsulting.com.au for more information.