

COMPANY PROFILE

Addbuild Master Builders P/L

Concept to Completion



Our Services include Designing, Obtaining Approvals and Building



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**Master
Builders
Association**
MEMBER
MASTER BUILDER, BETTER BUILDER



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1. Our Business Goals

- To set the standard in high quality additions to existing residences providing space for growing families and adding value with a diverse range covering cost effective standard designs through to high-end one off designs, and
- To conduct business with integrity, social and environmental awareness with an emphasis on fairness to all parties.

2. Our Company Profile

Addbuild Master Builders Pty Ltd is a family run, full service, design and construction business that prides itself on being one of Sydney's leading providers of quality domestic alterations and additions. As specialists who only work in this very unique, detailed and demanding area of the broader construction industry we are best known by our trading name **Addbuild Additions** which, along with our distinctive yellow, green & white corporate colours, can be spotted in all our business and promotional materials including our stationery, our advertising, our staff uniforms, as well as on our site signs and vehicles all over Sydney.

Addbuild Additions have been operating in the greater Sydney area since 1980 with Chris Books, the current Managing Director, joining the company in 1987. Chris took control and ownership in May 2000 from Tony Dunn who founded **Addbuild** after over 10 years in the construction industry. Tony identified the need for this personalised, professional, addition design and construction service specifically for current home owners who needed more space - a philosophy adopted, fostered and expanded by Chris and the current team.

Experience in this industry is paramount. Between Chris (with over 20 years) and Tony (with over 40 years and still acting as a consultant) and the many long term staff and sub-contractors employed by **Addbuild**, we provide our clients with a wealth of knowledge and specific relative experience second to none.

As building professionals we take an active interest in our overall industry by being members of both the Housing Industry Association (HIA) and Master Builders Association (MBA) for over 15 years with Chris Books sitting on the MBA Housing Committee since 2007. Chris also holds personal membership of various building professional associations including the Australian Institute of Building and the Australian Institute of Quantity Surveyors.

3. Our Company Structure

Chris Books - Managing Director

Chris is a licensed builder who has over 20 years experience in the broader construction industry. Initially coming from an engineering and architectural background, Chris has worked in every facet of property development from design through estimating to construction of all types of projects from small renovations up to multi-million dollar developments. He joined *Addbuild* as a consultant in 1987 and has progressively worked through every facet of the company's operation including design, drafting, facilitating approvals, estimating, quantity surveying, supervision of construction and management.

Since taking over *Addbuild* in 2000, Chris has used his technical and management skills along with his natural leadership qualities to elevate *Addbuild* to its current level as a leader in this sector of the industry. Chris' attention to detail and his friendly demeanour ensures he understands the needs of his clients and what motivates them which results in his genuine desire for quality construction and a fair outcome for all. He has integral involvement with every project from concept to completion and takes personal responsibility for the management of the construction department. He never forgets that both his and *Addbuild Additions'* reputation is built on your home!

Tony Geary – Sales and Technical Manager

Tony is a professional engineer who joined *Addbuild* in early 2008. Tony provides not only the technical skills needed to get a project through the demanding and sometimes difficult pre-construction processes of design, planning, pricing and approvals but also brings a wealth of experience in sales and management. With the assistance of the sales team and the technical department staff he is responsible for the often unappreciated and complex tasks of turning an enquiry into a project ready for construction.

Ray Turner – Construction Supervisor

Ray is a qualified carpenter and licensed builder who joined *Addbuild* in early 2005. Ray has over 30 years experience in the broader construction industry including building and supervising the construction of new homes, as well as alterations and additions to existing homes. Ray also worked in local government prior to starting with *Addbuild* so he has a very good working knowledge of the not so glamorous but necessary systems and processes needed in the modern building industry as well as a commitment to OH & S, environmental issues and training. Along with his team of both *Addbuild* site staff and sub-contractors, Ray has the day to day responsibility to ensure the quality and efficiency of our projects during the all important construction phase.

Joe Dunn – Financial Controller

Joe is a professional CPA accountant and Master of Bus. Admin. who joined **Addbuild** in 1986, and is an absolute asset to our company. With his years of experience with a building company, his understanding of the building process and his advanced knowledge of computer systems Joe, with the assistance of our bookkeeping and office administration staff, ensures that both the financial and unseen back end of the overall operation functions properly and efficiently so that we remain a successful and reliable company.

Sharyn Turner – Customer Care Coordinator

Sharyn joined **Addbuild** in 2005 and comes from an administration and service background originally in banking but more recently in small business management. Sharyn has an intimate understanding of our process and, coupled with her bubbly personality and friendly demeanour, ensures that she is always happy and most importantly available to keep you informed of the progress of your project (particularly during the sometimes frustrating pre-construction phases) and to answer any questions you may have. Sharyn's role is the embodiment of **Addbuild's** commitment to excellence in customer service - something we know is critical given our customers intimate relationship with the building project – unlike other building projects where you may only visit the site once or twice a week. It is also helpful that Sharyn's other role within **Addbuild** is as PA to the Managing Director and with such direct and immediate access to “the boss” she can quickly and efficiently find answers to any query you may have.

4. Our Design Options & Services

Addbuild Additions are specialist design and construct builders of alterations, additions and extensions to existing houses. We offer a complete service from **Concept to Completion** that includes design, and obtaining approvals to construction. One of the main advantages of fully utilising a design and construct builder such as **Addbuild Additions** is that you have an accurate quote prior to making a potentially expensive commitment to plans and approvals. The fixed price contract offered by **Addbuild Additions** offers peace of mind by going beyond the “guesstimate” provided by someone who does not need to honour that price (which can lead to heartbreaking compromise and delays). Of course if you already have plans drawn we can also quote and build off them and with our experience perhaps offer some advice and potential alternative solutions that better bring that design to reality. We can also build to levels of “lock up” so that you can add those finishing touches yourself or utilise friends, family or other outside trades to complete your dream. Simply discuss your specific needs with your design consultant and we will try to fit in with your requests wherever possible.

Whilst we can complete any type of building project our speciality is residential additions which is the most demanding sector of the industry. This, combined with our years of experience and well over 1000 completed projects, ensures that we will professionally find the best solution for your needs and your house to turn it into the home you require.

As all of our jobs cater for the individual needs, concerns and aesthetics of our clients no two projects are ever exactly the same. At the same time we are acutely aware that cost control and budget are also key considerations for our clients so every project is completed with these major factors always in mind. To achieve this and cater for market demands we have broken our design options and services into two broad categories:

Addbuild Additions “Classic” Range

Our **Classic** range is a series of standard designs that we specifically developed to assist more budget conscious clients achieve the additional space they need. This is achieved without compromise to quality or service as we are simply passing on the savings achieved with the standardisation of design and the subsequent easier processes both prior to and during construction. Of course there are some options available in our **Classic** range and our design consultants can assist you with these to achieve your desired level of individuality within the concept of this range.

Our **Classic** range has also been specifically designed to as much as possible take advantage of the new Housing Code for Complying Development. This means that if your current house and land meets certain criteria we can obtain approval within **10 days** of submission which in turn means that we can be potentially building your new home within **4 weeks** of your decision to add space with *Addbuild Additions!*

Addbuild Addition “Creative” Designs

Our “**Creative**” designs are individual, one off, architectural designs completed specifically for you by one of our qualified, highly experienced and talented design consultants. They will visit your home, listen to your needs and then produce a design sketch and an accurate estimate based on that sketch. The point of difference between our **Classic** range and our **Creative** designs is that the options are endless and only limited by your imagination - but as ever mindful of your budget. Unlike other builders, architects or consultants, generally we complete this as a complimentary service. However if the design is particularly difficult there may be a small charge to cover the additional time or Council liaison that may be necessary. Certainly you will not be charged anything without prior notice and your direct approval to proceed.

Obviously this is a more time consuming process as not only does each job require individual attention to design and costing but may involve additional negotiation and consultation to achieve an approval. However rest assured that our designers are trained to either design to the new Housing Code for Complying Development or take into account Council requirements and *Addbuild Additions* dedicated approvals coordinator, Donald Dunn, will use his experience and expertise to guide your project through that process as quickly as possible. Please understand that it is also in our best interest to achieve a quick approval as we make our living building not waiting for approvals, however our commitment is to achieve the best outcome for you without unnecessary compromise and we are always aware that it is your home we are building.

Either way the choice is clear: if you want “more space at your place”, *Addbuild Additions* has the design options and services to achieve the home you and your family deserve.

5. Occupational Health & Safety Policy

Addbuild Additions strives to ensure that its workers are informed of and comply with the workplace safety requirements of its own and client premises in which they work.

It is *Addbuild Additions* requirement that all staff, employees and sub-contractors undergo safety inductions and work together to ensure that they jointly provide a healthy and safe workplace.

The welfare of our staff and all persons involved with our business and any project is our highest priority.

Our OH&S procedures are established to meet not just the legal requirements of the construction industry, but to ensure specific consideration is given to each and every project which *Addbuild* undertakes, focussing on risks that may be specific to that job.

Our core objectives for our OH&S Policy are:

- Zero incidents in the workplace
- All workers arrive home safely each day
- To involve employees and sub-contractors in the development and management of our OH&S procedures
- Identify and manage potential hazards on each individual worksite
- Provide adequate, pro-active and effective training on injury management to all employees, and
- Provide effective injury management and rehabilitation if an injury does occur.

This will be achieved by:

- Ensuring safe ways of working and maintaining all equipment, machinery and tools in a safe working condition
- Ensuring that OH&S practices are part of our standard day-to-day operation
- Providing OH&S policy objectives and related information in an appropriate language, adequate training and supervision to support workers to do their job safely
- Providing ways for all employees and subcontract staff to be involved in raising and resolving health and safety issues at work
- Providing a process for all employees and subcontract staff to identify and report hazards in the workplace, and for action to be taken to reduce the likelihood of an employee or subcontractor suffering an injury or illness at work
- Providing a process to monitor and document the health, safety and welfare of employees, subcontractors and workplace conditions

- Implementing health and safety risk assessment and risk management measures that are relevant to each project, and
- Complying with relevant Local, State and Federal laws, statutory regulations and industry codes of practice.

6. Quality Management

You can't survive in the building industry for 30 years by not delivering quality.

At **Addbuild** we define "Quality" as excellence in the addition we provide to your home and it is measured by your level of satisfaction in the job.

At **Addbuild**, quality is considered as having three elements:

- Delivering an addition which satisfies our client beyond their expectations
- Delivering a project that our client considers value for money, and
- Delivering an addition in which sufficient time is allowed to obtain the desired quality.

Like all aspects of building, quality control has to be planned and managed. We achieve this by:

- Understanding the needs and motivation of our clients
- Setting and endeavouring to exceed the quality standard or quality of design required by our clients
- Planning how to achieve the required quality, construction methods, equipments, materials and personnel to be employed
- Keeping in regular, direct contact with our clients to ensure they are aware of and satisfied with the progress of the project
- Construct the building right first time
- Correct any quality deficiencies
- Provide for long term quality control through establishing systems and developing a quality culture, and
- Meeting and surpassing the necessary codes and industry practices.

7. Environmental & Waste Management Policy

At *Addbuild Additions* we are serious about conducting business in a manner that protects the health of the Environment and Employees. We aim to progressively develop operating procedures and adopt work practices that reduce our adverse impact on the environment.

To achieve this, *Addbuild* will:

- Ensure as far as possible that all materials are used and applied in an environmentally friendly manner according to manufacturer's specification
- Provide all employees with appropriate training in safe handling of materials and the application of materials in all areas
- Dispose of all waste according to regulatory laws and regulations, and in a responsible manner
- Induct all new employees to Government regulations and Company procedures regarding the use and disposal of waste
- Comply with all relevant environmental laws and regulations
- Conduct an environmental program to ensure adherence to Company and regulatory requirements
- Involve and consult employees, Government authorities and regulatory bodies and customers to identify improved waste disposal
- Pursue new opportunities to keep waste to a minimum by avoiding, reusing and recycling waste products
- Promote the conservation of resources through the use of recycled products wherever possible
- Conduct an annual review of how we can further conserve resources such as water and energy; reduce waste and develop new strategies to reduce our adverse impact on the environment
- Participate in the promotion of conservation of resources to our clients, subscribers and the wider community, and
- Train and educate employees and contractors to understand and implement our environmental policy and procedures.

8. Insurance

For your peace of mind **Addbuild Additions** maintains a high level of all insurances necessary to work in this important market including:

- Contractors All Risk which covers any loss or damage associated with our works
- Public Liability which covers for damage or injury to things outside the contract
- Workers Compensation which covers all **Addbuild Additions** staff
- Home Warranty Insurance which covers for incomplete work, and
- Comprehensive Insurance for all company vehicles.

It is also a condition of our agreement with all of our sub-contractors that they maintain appropriate levels of the above insurances where necessary and provide proof of the currency of those insurances. In fact our computerised accounts system flags when their current certificate is about to elapse and will stop payment if a new certificate is not provided within a reasonable period.

In other words **Addbuild Additions** are fully covered for the extent of our works however we do suggest that you notify your insurance company that you are having work completed and seek professional advice on any additional insurance requirements you or any lending authority may require.

9. Employment & Training

Addbuild Additions is committed to ongoing and continuous training not only to maintain the expertise and up skill existing staff but also to assist in the training of our next generation of builders. For example:

- We currently directly employ apprentice carpenters
- We currently employ a building cadet who is completing a building degree
- All **Addbuild** construction management staff are qualified to both supervise and remove bonded asbestos
- All of our direct **Addbuild** site staff, including our foremen, carpenters, apprentices and labourers are qualified to remove bonded asbestos
- All licence holders complete more than the minimum requirement for their annual Continuing Professional Development points, and
- All staff are actively encouraged to complete additional training and courses.