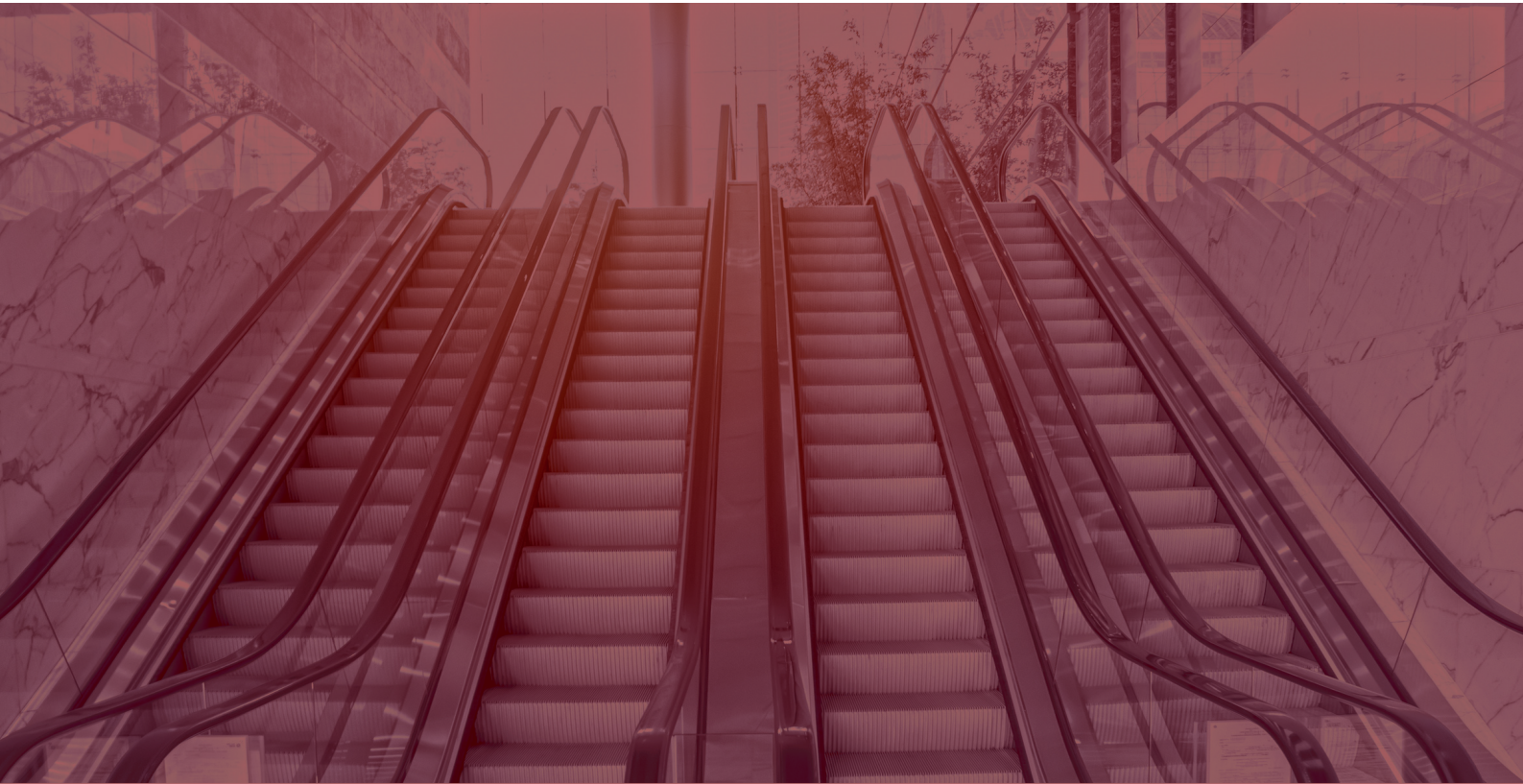


CAPABILITY STATEMENT

LML LIFT CONSULTANTS



1300 001 565
admin@lmliftconsultants.com.au
www.lmliftconsultants.com.au

LML LIFT CONSULTANTS

EXECUTIVE SUMMARY

LML Lift Consultants (LML) is a Vertical Transportation Consultancy. We are industry trained experts across a diverse range of Lift, Escalator and Moving Walk equipment.



LML play a vital role in partnering with Building Owners and Managers to ensure the reliability and longevity of their valuable Vertical Transportation assets are maximised. Our focus is on improved safety, tenant satisfaction and potential cost reduction and efficiency gains.

Our Clients can benefit from individual or a combination of services, including; Modernisation and New Installation Specifications, Performance Based Maintenance Contracts, Diagnostics, Auditing, Reporting and Portfolio Management.

Our Client list includes national retail chains, major infrastructure facilities, healthcare and education facilities, as well as commercial and residential complexes, large and small.

Our vision is to provide exceptional, professional and timely services that add true value for our Clients.

COMPANY HISTORY / OUR TEAM



Richie Lobert

LML was established in Melbourne in 2013 by Directors Richie Lobert and Dean Morgan. We have since expanded our team and offer services Australia wide with Consultants based in Melbourne, Brisbane and Adelaide. We have seen strong year on year growth underpinned by sound financial performance.

Our team are industry trained specialists, with 'hands-on' experience across a diverse range of Vertical Transport. Our team members have held various Technical Field positions, as well as Senior Management roles (average 25+ years' experience) with some of the major global Vertical Transportation manufacturing companies in Australia and Europe.



Dean Morgan

All team members are qualified 'A-Grade' Electrical Mechanics and hold relevant industry qualifications. This enables us to undertake our services, in most cases, without requiring any assistance from the maintenance provider; delivering a cost saving to the client.

'Vertical Transportation is our passion, in fact, it's all we've ever done'

LML LIFT CONSULTANTS

OUR SERVICES - OVERVIEW



MODERNISATION AND NEW INSTALLS

- Design, documentation and specification
- Tender management
- Project management
- Contract administration
- Witness testing



AUDITING

- Equipment condition operation and performance.
- Equipment compliance with authority requirements.
- Contractor performance



PERFORMANCE BASED CONTRACTS

- LML Performance Based Contracts.
- Contract negotiation and administration



DIAGNOSTICS AND REPORTING

- Traffic studies
- Car Ride vibration measurement and analysis
- Analytical investigative studies
- Due Dilligence and pre-purchase reports
- Feasibility studies
- Expert Opinion Litigation support & loss assessment
- Hazard identification & risk assessment



PORTFOLIO MANAGEMENT

- Manage key relationships between maintenance provider and various stakeholders.
- Monthly Meetings, preparation of minutes.



ADDITIONAL SERVICES

- Basic Lift Training – Principles of Lifts, Escalators and Moving Walks
- NBN Solutions
- Defects Liability Period - Manager's Assistance Package (DLP-MAP)
- Pre-purchase and pre-lease inspections

LML LIFT CONSULTANTS

LML LIFT CONSULTANT SERVICES



MODERNISATION & NEW INSTALLS

Design and preparation of Technical Modernisation and Installation Specifications.

LML will design the correct solution based on your requirements to future proof your HVMI assets and increase the value of your building.

During the proposed modernisation or installation process LML provide the following services in different stages.

- An assessment of the current design and status of the Vertical Transport services
- Feasibility and Concept Design considerations
- Design, Documentation and Tendering
- Tender Review and Post Negotiations
- Construction/ Technical Consulting Services During Onsite Works
- Testing and Performance
- Post Construction Consultancy Services
- Comprehensive Maintenance Agreement

Recent Modernisation Projects

Como Centre, South Yarra, Victoria	Mirvac
Royal Domain - 380 St Kilda Road, Melbourne	Mirvac
Royal Melbourne Hospital	Melbourne Health
367 Collins Street, Melbourne	Mirvac

LML LIFT CONSULTANTS

LML LIFT CONSULTANT SERVICES



AUDITING

LML's Clients' benefit from our expert Consultants independent auditing of their equipment to determine the current condition and level of maintenance being applied to their Vertical Transport asset base. Any defects identified are forwarded to the incumbent maintenance provider for rectification at their cost, where applicable.

The follow items apply during the undertaking of an extensive audit;

- A comprehensive inspection of the condition, operation, performance of the Vertical Transport asset.
- Verification that the maintenance being undertaken is satisfactory and provide an opinion on the level of service currently being provided by the maintenance contractor.
- Preparation and submission of a schedule of defects identifying any deficiencies in adjustment, condition, operation or performance of the equipment.
- Obtain a breakdown Report from the contractor for the previous 12-month period and provide an analysis of any trends or areas of concern.
- Undertake a test of safety features and conduct performance analysis of the asset.
- Forward the schedule of defects to the contractor for their rectification under the terms of the Comprehensive Agreement.
- Provision of a Report detailing our findings on all the above.

Recent Projects

NAB Docklands 800 Bourke St, Melb	GPT GROUP	9 Lifts & 2 Escalators
City West Police Complex, Melbourne	KNIGHT FRANK	10 Lifts
700 Bourke Street, Melbourne	JONES LANG LASALLE	18 Lifts, 4 Escalators
720 Bourke Street, Melbourne	JLL	15 Lifts
QV1 Apartments, Melbourne	PROCORP	6 Lifts
University of South Australia, Adelaide	UniSA	58 Lifts
150 Charlotte Street, Brisbane	ZANCOTT KNIGHT FM	5 Lifts
45 Victoria Street, Coffs Harbour, NSW	JAPARA HEALTHCARE	3 Lifts

LML LIFT CONSULTANTS

LML LIFT CONSULTANT SERVICES



PERFORMANCE BASED CONTRACTS

The maintenance industry is such that in the absence of suitable performance based contract and regular independent auditing of contractor's performance, servicing can become minimalist and reactive in nature.

LML provide custom performance based Vertical Transport Maintenance Contracts to ensure equipment is maintained regularly and in accordance with the manufacturers recommendations, where applicable and relevant Standards.

LML will:

- Undertake an extensive Quality and Maintenance Audit (if required).
- Design of a Performance Based Maintenance Contract including Key Performance Indicators, financial penalties, servicing requirements and frequencies.
- Design performance details for each equipment type ie. speeds, ride quality analysis.

LML will implement an approved Tender process:

- Invite to Tender, approved maintenance providers utilising the LML Comprehensive Maintenance Contract.
- Contract negotiation and administration.
- Formalise execution of a new contract between the Owner and successful maintenance provider.

Unchecked, the maintenance provider's standard of service can become one which is primarily aimed at sustaining short term reliability and the contractor's profitability rather than protecting the long-term interests of the building asset. Ultimately, the condition, operating, safety and performance of the asset may decline.

LML LIFT CONSULTANTS

LML LIFT CONSULTANT SERVICES



DIAGNOSTICS

LML offer a number of diagnostic and analysis services as required, to provide accurate data of current conditions and performance of Vertical Transport assets.

Most diagnostic works can be completed during regular working hours, with minimal disruption to tenants. LML will conduct the following analysis:

- Traffic studies
- Car ride vibration measurement and analysis
- Analytical and investigative studies
- Provision of a Report to the client

LML conduct site testing using specialist diagnostic tools to provide actual recordings of lateral, longitudinal and vertical vibration, speed and force measurements.

In addition, the use of Elevate™ software used by designers world-wide to select the number, size and speed of elevators for all types of new buildings.

LML LIFT CONSULTANTS

LML LIFT CONSULTANT SERVICES



REPORTING

Feasibility Studies

LML expert Consultants assess the scope and cost of any proposed upgrade works and provide an independent Report to ensure compliance with Clients' requirements and needs.

An assessment of the current design and status of the Vertical Transport asset in respect of design criteria issues which may include:

- Ride Performance
- Acoustic Performance
- Aesthetics
- Longevity, Reliability and Serviceability
- Authority Requirements
- Access for Persons with Disabilities Occupier/Tenant Needs and Building Management Needs

Due Diligence & pre-purchase reports

Before committing to a long-term lease, or purchasing a property, it is always a good idea to ensure the Vertical Transport asset is safe, reliable and doesn't require any major repairs.

LML will undertake brief pre-lease, or pre-purchase asset inspections and supply snapshot Reports, in order to give you peace of mind when choosing property.

Expert Opinion litigation support & loss assessment

LML provide independent expert opinion in relation to any insurance or litigation matters.

Hazard Identification & Risk assessment

LML conduct an independent external and internal inspection of Vertical Transport assets to identify hazards which could cause or contribute to injury of persons using the services.

Our Clients are provided with a risk score for each identified hazard so that risk control works can be suitably prioritised and then obtain quotations via tender for the implementation of these works.

LML LIFT CONSULTANTS

LML LIFT CONSULTANT SERVICES

PORTFOLIO MANAGEMENT



LML independently manage entire Vertical Transport asset portfolios. We provide expert guidance and programs specifically tailored to ensure better results in relation to our Clients' Vertical Transport portfolio and maintenance provider.

Services provided include;

- chairing of the monthly meetings with the maintenance provider,
- preparation of minutes,
- periodic review of the number of call-backs, causes and analysis,
- periodic review of all invoices and any extra charges,
- management of any necessary repair or modernisation requirements,
- Maintenance and Condition Audits, testing of certain safety features and performance analysis,
- Provide a full methodology Report in relation to the possible replacement and/or modernisation of the Vertical Transport asset, whilst minimising impact on the operating infrastructure.

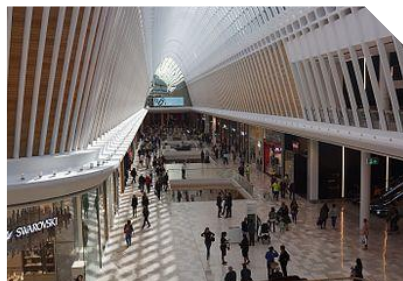
In addition, LML Lift Consultants assist in the preparation of capital planning Reports, including forecasting of future needs and costs, and provide a general assistance and advice line.

Current Clients



**Royal Melbourne Hospital
(Melbourne Health)**

36 units



**Eastland Shopping Centre
(QIC)**

74 units



**Southern Cross Station
(Honeywell)**

46 units

LML ensure that the safety and reliability of the Vertical Transport asset is maximised. We manage key relationships with the Client, the maintenance provider and various other stakeholders.

LML LIFT CONSULTANTS

LML LIFT CONSULTANT SERVICES



ADDITIONAL SERVICES

BASIC LIFT TRAINING –PRINCIPLES OF LIFTS, ESCALATORS AND MOVING WALKS

*LML Lift Consultants have developed a complementary training package suitable for **Owners Corporation Managers, Facility Managers and Building Managers**, responsible for the management their Clients' Vertical Transportation.*

Part 1 – In house classroom training

Terminology, Lift types, hoisting machines types, drives types, speed governors and safety-gear, Escalator and Moving Walk maintenance, testing and reporting requirements, call-backs and malfunctions, hazard and risk assessments and maintenance contracts.

Part 2 - Site Inspection

Group inspection of a Lift installation and Lift machine room, liftwell, top of Lift car and Lift pit.

On completion of the training, Clients have gained a better understanding of Lifts and Escalators to assist with the effective management of their Vertical Transportation assets.

DEFECTS LIABILITY PERIOD - MANAGER'S ASSISTANCE PACKAGE (DLP-MAP)

LML has developed 'DLP-MAP' which is a service designed to assist **Building Owners and Managers** at the most critical time of their assets lifecycle - the Defects Liability Period.

The DLP is when many teething problems can arise and cause major disruption to your tenants and a general dissatisfaction with the Lift Service, all at a time when the Building Owners and Managers can least afford it.

- LML attendance at meetings with Building Management and the Lift Contractor.
- Monthly breakdown report from the Lift Contractor for a 12-month period and monthly analysis of any trends or areas of concern to Building Management.
- Certification of any chargeable invoices from the Lift Contractor which are considered outside what is covered under the DLP maintenance.

LML LIFT CONSULTANTS

LML LIFT CONSULTANT SERVICES



ADDITIONAL SERVICES

NBN SOLUTIONS

We provide independent advice when it comes to ensuring that your Lift communication facilities are NBN ready and have a detailed understanding of the various solutions available.

We offer inspection of the existing equipment and network, selection of the most appropriate product and seek proposals on behalf of the Building owner, awarding and managing the project to completion.

PRE-PURCHASE AND PRE-LEASE ASSET INSPECTIONS

Before committing to a long-term lease, or purchasing a property, it is important to ensure the asset is safe, reliable and doesn't require any major repairs.

LML can undertake brief pre-lease, or pre-purchase inspections and supply snapshot Reports, providing peace of mind when choosing a property. We will make an assessment on the follow matters to ensure you have the necessary information required before you commit yourself to a property.

This includes assessing;

- The type, age and condition of the equipment currently installed.
- Equipment safety and reliability.
- Short to medium term requirements.
- The adequacy of the level of service provided by the maintenance contractor.
- Associated costs of any repairs or upgrade works deemed necessary.

LML LIFT CONSULTANTS

OCCUPATIONAL HEALTH AND SAFETY



LML is committed to ensuring regulatory compliance.

Our Quality Policy focuses on continuous improvement considerations at the forefront of all our decision-making, not only in relation to our planning and processes, but recognising the importance of our people in relation to this. We extend this policy to engaging and assisting our team to develop the necessary skills and behaviours to ensure that each activity and task is carried out with the utmost respect for quality and focus on continuous improvement.

LML Lift Consultant's will;

- Plan, design and undertake all activities in a way that eliminates, or reduces risks and hazards.
- Ensure compliance with quality standards, applicable legislation and regulation and codes of practice.
- Include quality and continuous improvement considerations in all our decision-making.
- Provide adequate support and resources for people at all levels to fulfil their responsibilities.
- Implement quality systems, standards and processes to enable all activities to be carried out in a sustainable manner.
- Conduct regular reviews of the company's performance and implement improvements as required.

CLIENT COMPLIANCE

LML Lift Consultants are prequalified with the following Workforce Management Groups

Avetta	Trade Monitor	Rapid Global
iPro	Collins Square Portal	CM3
Pulse	Sassi	Facilities Response
Honeywell	Whittles	

LML INSURANCE

	PUBLIC LIABILITY PRODUCTS LIABILITY	CIVIL LIABILITY PROFESSIONAL LIABILITY	WORKCOVER INSURANCE
PROVIDER	CGU Insurance	CGU Insurance	CGU Insurance
POLICY NUMBER	15T7398261	03CON1106819	14078769
EXPIRY DATE	22/08/2018	22/08/2018	30/06/2018
SUM INSURED (LIMIT OF LIABILITY)	\$20,000,000	\$10,000,000	n/a

LML LIFT CONSULTANTS

SOME CURRENT CLIENTS



REFERENCES

The Royal Melbourne Hospital (Melbourne Health)

Nick Keogh | Building Services & Operations Manager

The Royal Melbourne Hospital – City Campus, Grattan Street, Parkville Victoria 3050

+ 61 3 9342 7322 | nickg.keogh@mh.org.au

Debora Queiroz | Engineering - Facilities Management

The Royal Melbourne Hospital – City Campus | Materials Handling Building
Grattan Street, Parkville Victoria 3050

+ 61 3 9342 8131 | debora.queiroz@mh.org.au

Spotless Group

Naveen Radhappan | Victorian Facilities Manager

549 St Kilda Rd, Melbourne Victoria 3004

+ 61 438 037 861 | naveen.radhappan@spotless.com.au

Mirvac

Jason Savage | Regional Facility Manager

Level 5, Building Q3, 6st Riverside Quay, Southbank VIC 3006

+61 3 9695 9422 +61 478 314 969 | jason.savage@mirvac.com

CONTACT US

HEAD OFFICE

Address 1/700 High Street, Kew East, VIC, 3102
PO Box 22, East Kew, VIC, 3102
Telephone 1300 001 565
Email admin@lmliftconsultants.com.au
Website www.lmliftconsultants.com.au

ADELAIDE

Address PO Box 70, Black Forest, SA, 5035
Telephone 1300 001 565
Email admin@lmliftconsultants.com.au
Website www.lmliftconsultants.com.au

BRISBANE

Address PO Box 3255, Newstead, QLD, 4006
Telephone 1300 001 565
Email admin@lmliftconsultants.com.au
Website www.lmliftconsultants.com.au

