Capability Statement



QueenslandGlass

Delivering Complete Glazing Solutions to the Building Industry

CONTENT

Company Overview	1
Capabilties	2 - 3
Management Systems	5
Value Proposition	6
Financial	7
Senior Management Profiles	8 - 9
Organisational Chart	10 - 11
Mission Vision	12



BUILD+ CONSTRUCT

Company Overview

Queensland Glass is a specialist contractor involved in the design, and installation of glazing, aluminium and decorative window treatment services. Our team has worked with industry and government agencies to deliver cost effective solutions to meet a broad range of projects from shop and office fit-outs, through foyer refurbishments, to expert architectural solutions including external commercial requirements.

We have a proven track record in ensuring our clients meet their contractual obligations.

The company, which was founded in 1992 and has 80+ direct employees, prides itself on the excellence of the total service it provides to its customers. Only a few companies today in the glass and architectural aluminium industry can provide the same level of capability as Queensland Glass and deliver a turnover in excess of $25million per annum.

The continued success of the company is underpinned by two fundamental business objectives:

+ “To build and maintain a satisfied customer base through delivering superior quality service, with fair dealings based on trust and respect.”

+ “To create long term relationships with customers, suppliers, and most importantly, employees.”

A unified management structure and staffing capability comprises a team of Project Managers and Tradesmen who combine superior workmanship with personalised service and adhere to internal quality assurance standards. Regardless of a project’s size or complexity, our expertise allows for customised requirements to meet project programme and budget parameters, creating successful outcomes for our clients.

Queensland Glass regard their decision to consolidate the company’s operations onto a single site in Tingalpa, Queensland, a strategic move, providing increased operating efficiency to service installations as far north as Darwin, throughout Queensland and into Northern New South Wales. The strength of the Queensland Glass brand name, a reputation for excellence within the construction industry and location, provide the company with a sustainable competitive advantage and opportunities for future expansion.

Our company structure and values recognise the importance of a high level of responsiveness, whether we are managing a small to medium sized project through to multi-million dollar ventures, across a broad range of sectors to a diverse group of builders.

Capabilties

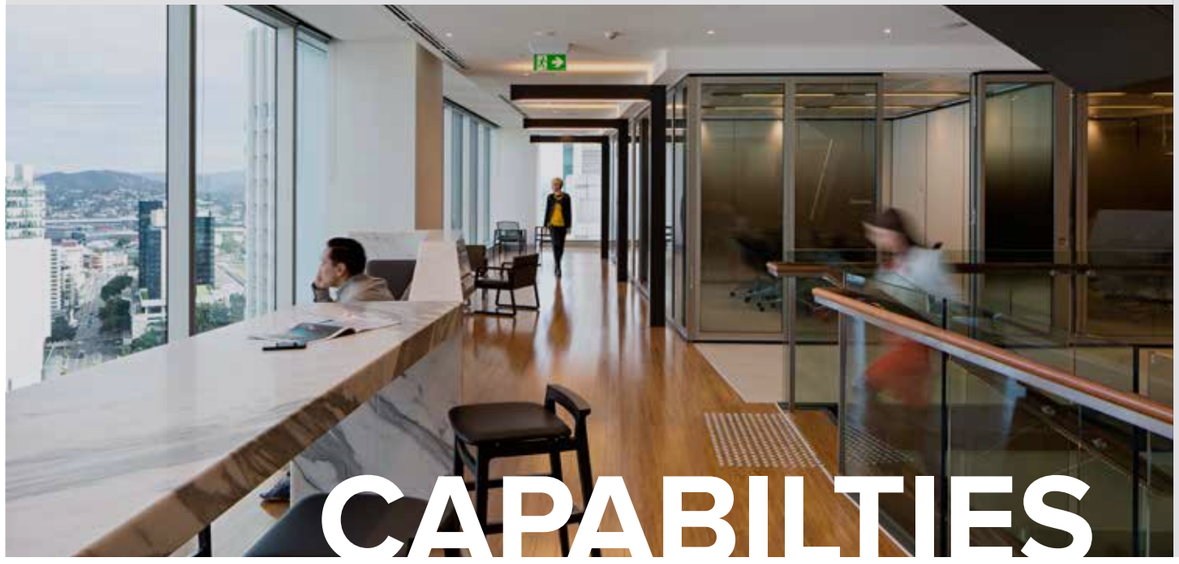
Queensland Glass mainstream operations are the supply and installation of glass and glazing systems including applied film. We provide these services across a broad customer base and have the experience and expertise to supply and install virtually any type of glass or aluminium window into any area. Our key service offering includes:

+ Aluminium windows and doors
+ Glass awnings
+ Internal glazing to partitions
+ Glass Balustrade
+ Curtain wall systems
+ Heritage work
+ Frameless glass wall systems and spider fittings
+ Architectural glazing solutions
+ Applied film/environmental graphics

We are able to offer design solutions to practical challenges and we are one of the few companies that can manage a diversity of projects from heritage work through to curtain walling systems.

Over the years we have developed strong supply chain partnering for our company with repeat business from our client base, becoming the glazier of choice for many Tier 1 Builders.

Our in house, experienced estimating team can assist clients with design, glass types and performance to ensure that the project meets all the relevant codes. While we pride ourselves on our flexible, collaborative and consensual approach we remain uncompromisingly focused on delivering optimum results.



CAPABILTIES

Capabilties

Partition Glazing
Queensland Glass is recognised as the industry leader in this field. With over 20 years dedicated experience in this field, our company has collaborated on major projects, delivering partition glazing effectively and efficiently.

Our professional attitude and approach to even the most complex and difficult projects, has earned Queensland Glass respect from architects, designers and builders, placing our company in the enviable position as the glazier of choice for any high risk or high detailed project.

Commercial Windows and Doors
Queensland Glass has access to the full range of extruded aluminium suites enabling our company to provide installed product to projects requiring for example:

+ Shopfront facades
+ Hi-rise window frames
+ Curtain wall
+ Awnings
+ Engineered window solutions

From our 3,000 Sqm, state of the art facility in Tingalpa, we manufacture windows and doors ready to deliver to site. Each item is passed through a stringent quality control check prior to leaving the factory.

Queensland Glass has successfully completed many projects, a snapshot of which, have been chosen to represent the diversity and broad budget parameters represented in the following ‘Project List’. We can supply exceptional references to further support our business promise if required.

Recent projects include:

+ Mater Children’s Hospital
+ Gold Coast University Hospital
+ Enhanced Land Force Enoggera
+ Indooroopilly Shopping Centre
+ Northern Territories Secure Facilities Project
+ Arrow Energy Fit out
+ Norton Rose Fit out



+QUALITY SYSTEMS

Management Systems

Workplace Health and Safety
Queensland Glass is fully committed to:

- Ensuring a safe workplace for all of its employees
- Continually striving to improve safety performance
- Instilling a cultural mindset in the company to achieve a no harm work environment

This is achieved by identifying and rectifying any unsafe work conditions or practices, as well as promoting safe work practices. Our team recognises that in order to achieve an outstanding record of safety, we must operate to best practice and have a systematic safety system.
We have a committed management team and a pro-active workforce that drives our comprehensive safety system across the business. Our systems are in full compliance with Workplace Health and Safety Legislation. All employees and subcontractors are fully engaged in the system and are regularly made aware of their responsibilities through company and project specific inductions, toolbox meetings, Safe Work Method Statements, and Job Safety and Environment Assessments. Our Safety System is certified to AS/NZS 4801:2001 (Licence Number OHS 21213).

Environmental Management
Queensland Glass if fully aware of the sensitive nature of our environment and communities in which we operate. We work with stakeholders to reduce the impact of waste where possible, through recycling and re-use. All projects are run in compliance with our ISO 14001 (Licence Number CEM 21672) accreditation and specific conditions of the project approvals and requirements.

Quality Assurance
Queensland Glass is registered as a quality endorsed company with SAI Global. Our quality system and procedures are accredited to ISO 9001:2008 (Licence Number QEC 28688). Independent third party audits are conducted across our system and structured internal audits are performed to ensure ongoing compliance and continual improvement to our systems and procedures.

A quality plan has been developed that covers all aspects of administration and management, work methods, document control, inspections and testing, and compliance check sheets.
Our quality system and the system instructions are subject to continuous improvement through ongoing review, and all employees are encouraged to submit change proposals to our System Manager who distributes such requests to other users for review/comment/approval prior to any subsequent implementation.

Queensland Glass approaches its management system holistically to cover Workplace Health and Safety, Environment, and Quality Assurance Management, with all systems and procedures being available to all of our employees via our IT system.

Value Proposition



Financial

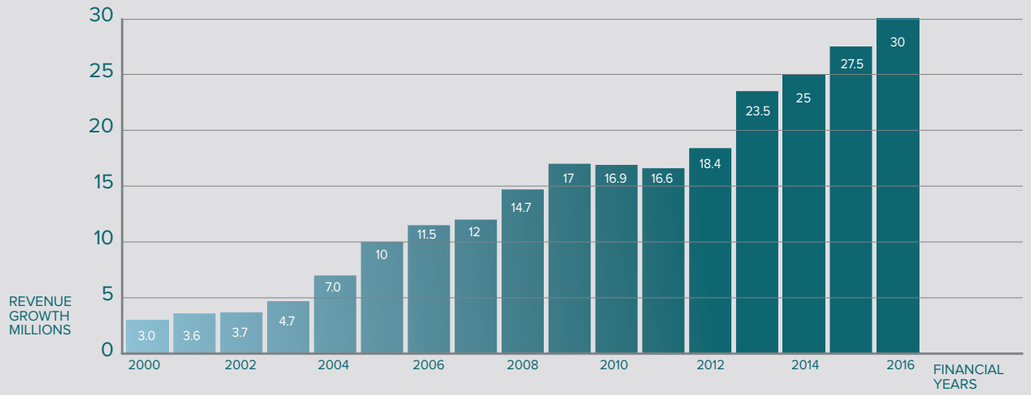
The continued successful growth of Queensland Glass is reflected in the financial performance of the company and our ability to consistently deliver a strong financial outcome over an extended period of time.

As a progressive company, we plan for long-term sustainability, however, no one is clear what tomorrow will bring. Therefore, to manage uncertainty we are committed to building our capability to respond to future demands.

On average, Queensland Glass has delivered an average of 15% growth in revenue year on year and we are forecast to continue this positive trend.

At the end of the 2012 financial year, Queensland Glass had Net Tangible Assets of close to $11M with no borrowings, demonstrating our strong financially sound market position to suppliers and customers.

Revenue Growth



FINANCIAL

Senior Management Profiles

Nigel Mills – Managing Director
Nigel is one of the founding shareholders of Queensland Glass. Initially responsible for Sales and Operations, Nigel has been the Managing Director of Queensland Glass since 2000. Nigel has a Diploma of Building, an Associate Diploma of Applied Science (Building) and a Certificate III in Glass & Glazing. Nigel is Queensland Glass's nominee for the Building Services Authority. He is also a Member of the Australian Institute of Company Directors (MAICD).

Nigel's belief in state-of-the-art technologies and modern techniques combined with old fashion values of customer service and craftsmanship help to maintain Queensland Glass as the market leader.

Micah Woods - Operations Manager
Micah has held the role of Operations Manager since 2010. Prior to this he was working for Queensland Glass as a Project Manager for 7 years. Micah began his career as an Apprentice Glazier in Melbourne working in glass processing, commercial and high rise glazing, leading into a Site Foreman role. Micah is responsible for the operations of Project Managers and site staff at Queensland Glass. He also manages his own projects.

Micah has a Diploma in Project Management, Certificate III in Glass and Glazing and currently completing Bullet Proof Management training. He is a Queensland Glass nominee for the Building Services Authority.

Micah has highly developed skills and prides himself on client satisfaction and delivering hassle-free quality projects.

Peter Collishaw – Contracts and QA/EHS Manager
Peter joined Queensland Glass in late 2008 and has extensive experience in the external commercial market.

Peter began his apprenticeship with a major Glass & Aluminium business and continued working there as a fully qualified glazier and progressed through project management to become the Commercial Branch Manager after 22 years of service.

Peter spent 8 years at another high profile glazing business and 3years as the External Commercial Manager gaining experience in contracts and other business related issues.

Peter has an Advanced Diploma in Senior Management, has a Trade Certificate in Glazing, Certificate II in Workplace Training and Assessment and is a Justice of Peace (C- Dec) and is currently sitting for a Cert IV in OHS, Cert IV in Building and Bullet Proof Management training.

Senior Management Profiles

David Mills – Production Manager
David has held the role of Production Manager since 2004. Prior to this he was working for Queensland Glass as a glazier/fitter.

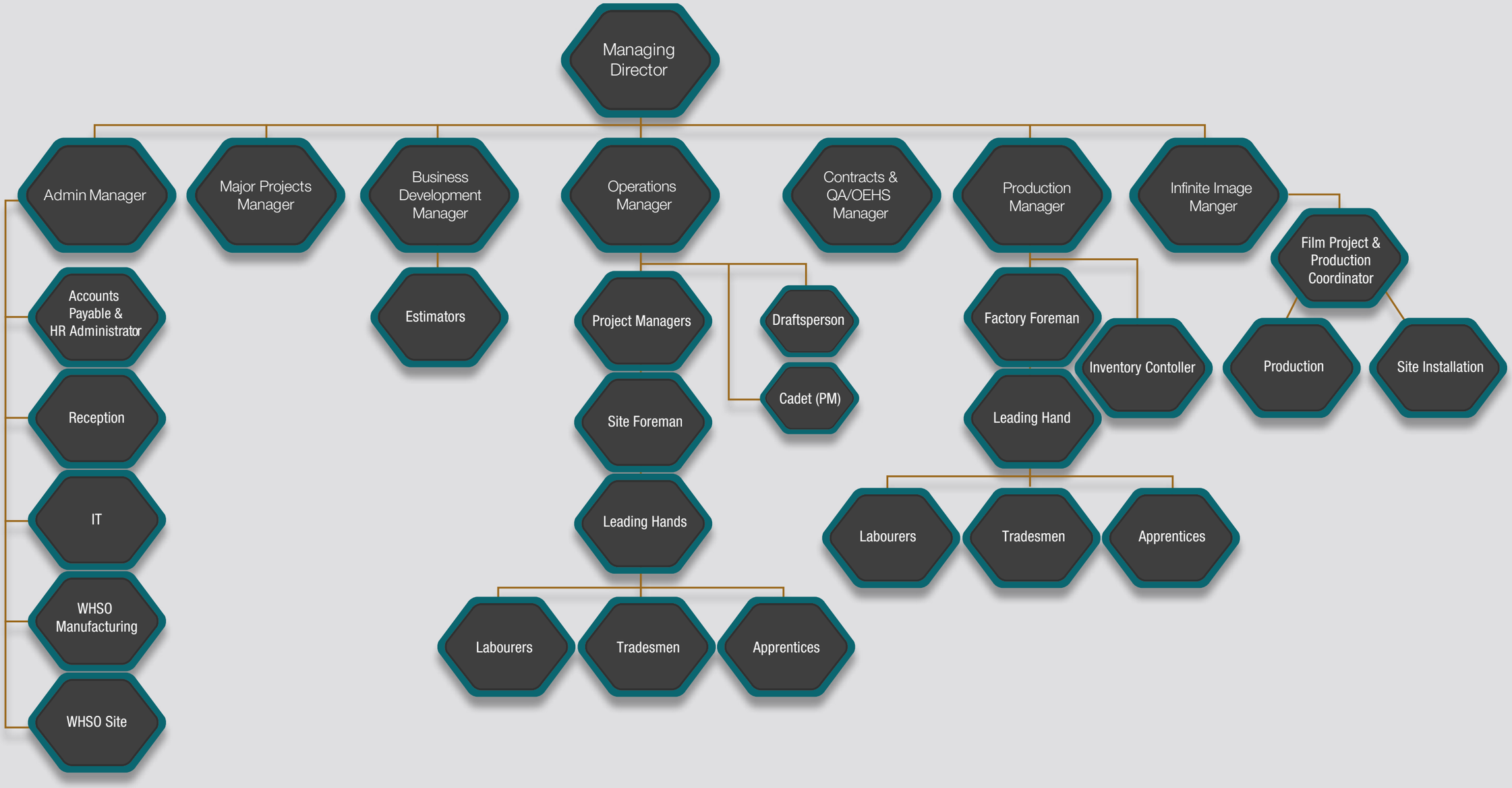
Dave has overseen the expansion from a small fabrication facility to one that now occupies a 2800m2 facility capable of turning out $1M product per month. David's attention to detail and problematic approach to running the factory produces a consistent quality product. David has a Certificate III in Glass and Glazing and holds a BSA Supervisor License. Currently up grading from WHSO to Cert IV in OHS and Bullet Proof Management training.

David Borden – Business Development Manager
David Started with Queensland Glass in 2011 as Business Development Manager, with his primary focus being to strengthen the relationships with our existing clients.

David has over 20 years' experience in the building industry commencing as an Apprentice Carpenter in Victoria covering many aspects in the commercial building field, from interior fit-outs through to construction on medium rise buildings. David completed his carpentry and joinery apprenticeship and worked as a tradesman for several years before moving in to a sales role within the building industry. From 1995 onwards David has undertaken many roles, working with the building industry in Queensland.



Organisational Chart



Mission

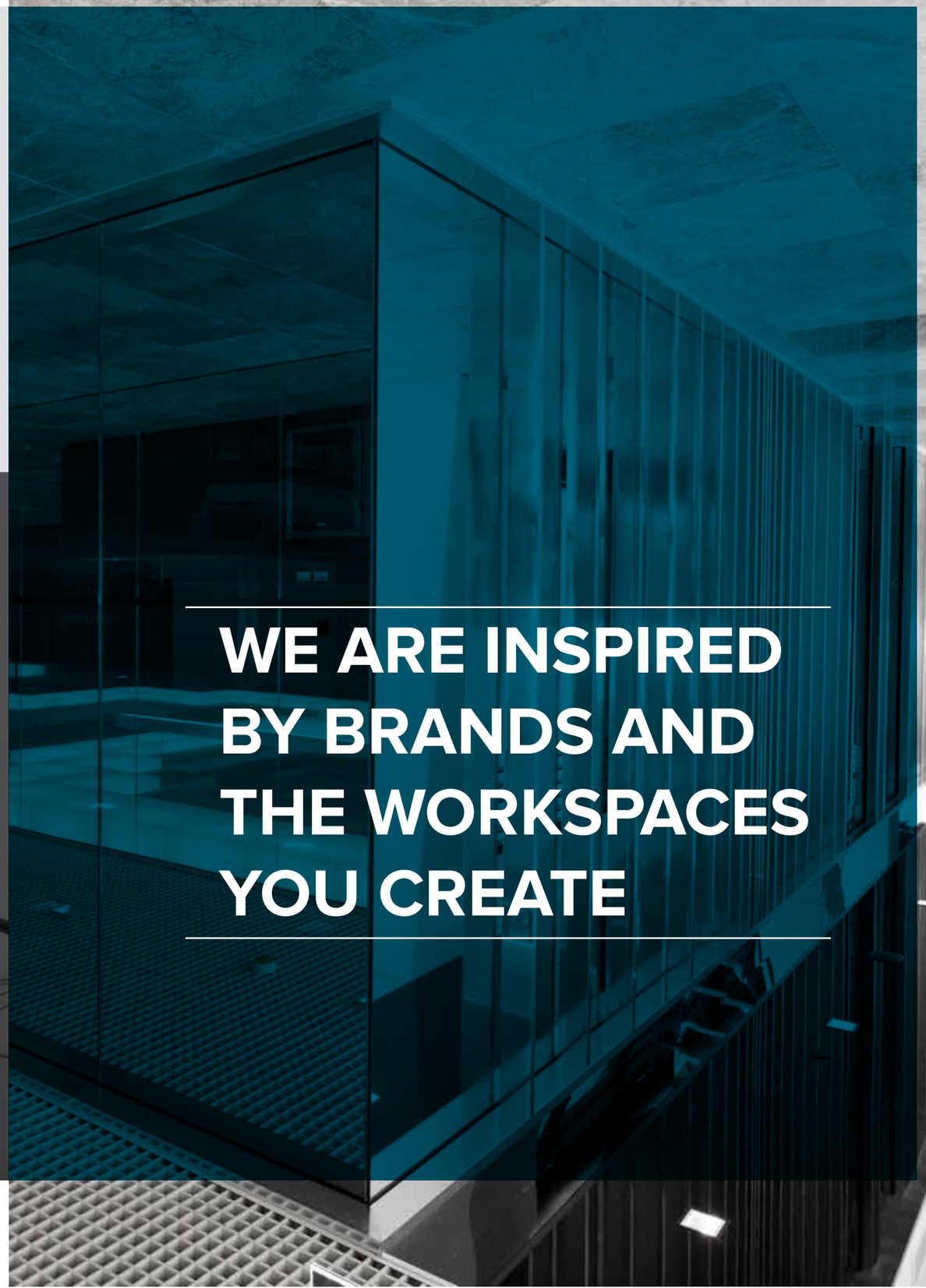
Our mission is to provide high quality, innovative solutions in a way that gives value for money and exceeds our customers' expectations.

Vision

Queensland Glass, within the next two years, is committed to become the commercial glass and aluminium company of choice for Project Managers, Construction Managers, Head Contractors, Commercial Builders, Wall & Ceiling Contractors, Architects and Interior Designers within Queensland andthe Northern Territory.



MISSION+VISION



WE ARE INSPIRED BY BRANDS AND THE WORKSPACES YOU CREATE