




CAPABILITY STATEMENT

MAKING A DIFFERENCE IN THE
CONSTRUCTION INDUSTRY





Hanssen Builders Perth, Western Australia's high-rise building specialists in the management and construction of large-scale projects.

With over 600 staff, annual revenue exceeding \$100million and an abundance of secured projects underway, the future is vibrant and promising for Hanssen and its partners.

“Transparency, open communication, accountability and job satisfaction – these core values have underpinned our approach to developing WA’s premier high-rise and large-scale building projects over the last few decades.

“This approach has resulted in superior designing and planning of quality developments across Perth in the management and construction sector.

“We believe in continual growth and evolution to meet best practice industry standards and continual improvement.

“Whether that is improving our processes, materials, technology, equipment and machinery, or health and safety practices, our building systems are efficient, driven by cooperation and strong leadership, and this makes our approach to building your next project second to none.”

GERRY HANSSEN
Managing Director

CONTENTS

04 COMPANY PROFILE
About Hanssen
The Job is the Boss

06 SERVICES
Key Competencies
Business Units

08 PROJECTS
Milestone Projects

10 INNOVATION
Adapting to Remain Competitive

11 PROCESSES
Approach

12 THE WAY WE WORK
Values
Safety and Training

14 ENVIRONMENT
Sustainability

15 AWARDS
Recognition

ABOUT HANSSEN

For more than two decades, Hanssen Builders Perth has worked diligently to become specialists in the management and construction of large-scale building projects in Western Australia.

In 2017, Hanssen built the largest residential tower in the State, at 44 stories and 226 apartments, on time, on budget, and to a high standard. In 2012 Hanssen led the way in building Pelago, the first modern residential and commercial high rise building in Karratha, a category 5 cyclone region.

The company has been instrumental in shaping the East, South and West Perth landscape through its unique, quality developments, which has helped cement Hanssen's reputation as Perth's building company of choice.

Today, Hanssen has grown to be the largest apartment builder in WA with more than 5,500 apartments completed. It is proud to employ approximately 600 highly-trained, multi-skilled staff from diverse backgrounds throughout the organisation - from its 58,000m² head office and yard facility in Hazelmere, housing design and engineering, to fabrication, mechanics, and maintenance.

Under the leadership and vision of Managing Director, Gerry Hanssen, staff are committed to building the most economical, efficient, high-rise residential apartment developments in WA. Every project the company has undertaken has been 100% successfully completed and delivered.

Hanssen continually strives to stay ahead of its competitors through the development and implementation of unique working and training models and a dedication to collaboration.

The total value of Hanssen's portfolio is more than \$2billion and growing.

HANSSEN'S COMMITMENT

'Making a difference' is more than a tagline to Hanssen, it is a promise and a commitment to its clients, its staff and the city it operates and lives in.

Hanssen is making a difference to:

- the construction industry, by using its own tried and proven industry systems and processes on every job;
- the Perth skyline, by building the tallest apartment complex in WA and influencing the look and feel of the city through quality design and materials;
- the communities where its developments are being undertaken, including over 50 projects from Mandurah to South Perth, from the CBD to Karratha; and
- people's lives, by continually and consciously choosing to hire people from diverse backgrounds - young and old, blue collar and white collar - equal opportunity permeates throughout the Hanssen community.

The company has integrated over 20 ex-prisoners into on-site work programs to build their skills and capacity; and employed over 1,200 apprentices - an achievement recognised by the Apprentice Employment Network: 2019 Host Employer of the Year Award.

What difference will Hanssen make to your project?

THE JOB IS THE BOSS

UNIQUE APPROACH ACHIEVES EXCEPTIONAL RESULTS

Hanssen's "the job is the boss" philosophy prioritises open communication, training, safety, individual accountability and job satisfaction as integral factors in delivering high-quality developments. This is continually achieved through the company's unique approach to project management focussing on the following key areas:

1. Replace hierarchy and bureaucracy with accountability

Hanssen prides itself on its streamlined organisational structure. This ensures informed decisions are made quickly and "red tape" is reduced, allowing Hanssen to build faster, without compromising on quality.

Hanssen completes high-quality multi-level construction projects up to 30% quicker than the standard process, while still being price competitive in the market.

2. Employ staff directly (rather than rely on external sub-contractors)

Hanssen's personnel understand and are trained to work to its standard of excellence. This results in reduced costs and increased efficiency, guaranteeing exceptional project delivery, time after time.

3. Build staff capacity and utilise their skills

Hanssen utilises the skills of a dedicated in-house design team comprised of forward-thinking engineers and draft personnel, who are mentored by senior engineers and consultants. The design team works hand-in-hand with the manufacturing plant of pre-cast panels, steel fabrication and windows to ensure seamless and high-quality project delivery.

By operating as a "one-stop-shop" for development approval, design, construction, finishing and final hand-over, Hanssen maintains control of the entire process.

4. Build a reputation of excellence through relationships

Continually striving for excellence is at the core of every project Hanssen undertakes. The company's reputation for exceptional service delivery has resulted in close partnerships, long-lasting relationships and repeat work.

"Relationships are very important to us - we work hard to build and grow relationships with our clients and ensure their expectations are exceeded." - GERRY HANSSEN

KEY COMPETENCIES

Piling	Experience completing secant and contiguous piling, anchoring and shotcreting.
Excavation	Use of various excavation methods including open cut, conveyor systems, top-down construction and self-tipping excavation bins.
Raft & Footings	Large concrete pours, including 2750m ³ , comprising of 4 concrete pumps and over 400 concrete trucks that was placed in one day. Completion of a raft project over 5000m ³ , over a 6 pour sequence.
Precast and In-Situ Columns	Landing and building tens of thousands of columns of various specifications, using a reusable sustainable formwork system.
BubbleDeck Panels	Installation of over 500,000m ² of BubbleDeck slab.
Precast Walls	Coordinating and landing over 35,000 precast elements including one project alone with more than 1500 tilt-up precast panels.
Tools and Equipment Operation	To enable efficient work and fast mobilisation, Hansen provide a large number of high quality tools and equipment. Each site has a secure store room which liaises with the head yard, minimising down time.

Our high standards and processes continue to result in:

- Loyalty Club (Finbar Group) – due to happy clients and apartment owners, a referral system is in place with rewards and rebates for repeat purchasers.
- High standard finishing systems and strict quality control audits. This resulting in, on average, very few defects reported per unit at handover.
- Internal contractor system for plumbing, electrical and mechanical services, resulting in effective cooperation and 'lessons learned'. Continuously improving methods, products, systems and efficiency.
- Rapid completion made possible by effective coordination and cooperation – rather than working against each other, we choose to work together for the best outcome.



CORE BUSINESS UNITS

Hanssen's core service areas include administration, architectural design, drafting, warehousing, manufacturing and fabrication plants, and ensure the company is fully-equipped to provide complete project management services from start to hand-over.

Administration

The administration team is responsible for licensing, variations to contracts, cost control and planning, scheduling, permits, contracts, OHS management plans and environmental management plans.

Architectural Design, Drafting and Modelling

This team focusses on site plans, layouts, precast structures and engineering drawings which provides comprehensive project plans from the outset. We utilize Revit 3D modeling, enabling all to understand each process of building.

Window Factory

By assembling windows in-house, the need for external sub-contractors is decreased, costs can be further reduced, and quality is assured.

BubbleDeck Precast Factory

To build quickly, Hanssen produces BubbleDeck in-house. BubbleDeck is 30% faster to build with and uses up to 30% less concrete, making it more environmentally friendly.

Perth's Fairlanes Tower, a 27-level building with 128 apartments will use over 1,000 BubbleDeck panels, all cast by Hanssen. The technology means an entire floor cycle can be completed in one week.

Precast Wall Factory

Hanssen has the ability to precast concrete walls for residential, commercial, institutional and industrial purposes which can be panelised and erected for use on a variety of structures. The walls can be designed as non-load bearing or load bearing and range in structural thickness, dependant on the individual project.

Steel Fabrication

Hanssen's fabrication house pre-makes feature artwork, beams, gates, fencing, wall reinforcement and roof structures from steel products, such as stainless steel, aluminium and heavy duty structural steel. These are finished raw, powder coated or hot dip galvanised and utilise waterjet and plasma cutting machines. Having an internal supplier promotes smoother delivery and guaranteed quality every time.

Mechanics – Plant & Machinery

Hanssen has five tower cranes and a fleet of over 100 plant and machinery, including elevated work platforms, excavators, forklifts and transportation vehicles which are all regularly serviced and maintained by a dedicated mechanics team.

Site Accommodation and Temporary Storage Units

Site offices, containers, toilet blocks and lunchrooms are also available. This allows fast mobilisation and flexibility, helping to reduce costs and minimise delays.

Engineering

A workflow model and methodology is applied to ensure standards are met and all areas from initial concept to construction completion are documented and to the highest of standards.

Purchasing & Procurement

Scheduling and procurement are critical so that projects are never delayed waiting for materials. All items are carefully packed and thoroughly checked, and delivery is made to site one month prior to build commencement. Whether an order is from overseas, interstate or locally, productive planning enables efficient work flow.

Hanssen has partnered with Finbar to deliver 4,935 apartments, across 56 projects in the last 22 years, on time and on budget.



A few of our key projects:

Pelago West/East

(Karratha – 1st high-rise in WA north cyclonic region)

23 Sharpe Avenue, Karratha

Westralian

(1st luxury tower in Perth city completed 2005 – 18 storey)

78 Terrace Road, East Perth

Concerto

(Tallest apartment building in WA – 38 storey / 6 basements)

189 Adelaide Terrace, East Perth

Fairlanes

(28 storey – office and residential tower)

181 Adelaide Terrace, East Perth

Lions Eye Institute

(Medical & research facility)

2 Verdun Street, Nedlands

Hanssen headquarters

(Head office, yard & multi-factory facility)

271 Stirling Crescent, Hazelmere

Gateway

(Monadelphous head office)

59 Albany Highway, Victoria Park

WESTERN AUSTRALIA

From the western suburbs, through Perth's Central Business District, extending into the Swan Valley, with more than 20 projects in East Perth alone, and through to the first high-rise building in Karratha - Hanssen has completed significant, complex projects across the State. It has and continues to shape Western Australia.

To see our construction portfolio, please visit hanssen.com.au/projects

ADAPTING TO REMAIN COMPETITIVE

Hanssen's growth and continued success in the construction industry is a testament to their dedication to continually developing and implementing new systems, disciplines and leadership.

The company is passionate about exploring and utilising innovation in the workplace to harness better, more efficient, safe, environmentally sustainable ways of working. This also benefits its staff, projects and clients.

BUBBLEDECK

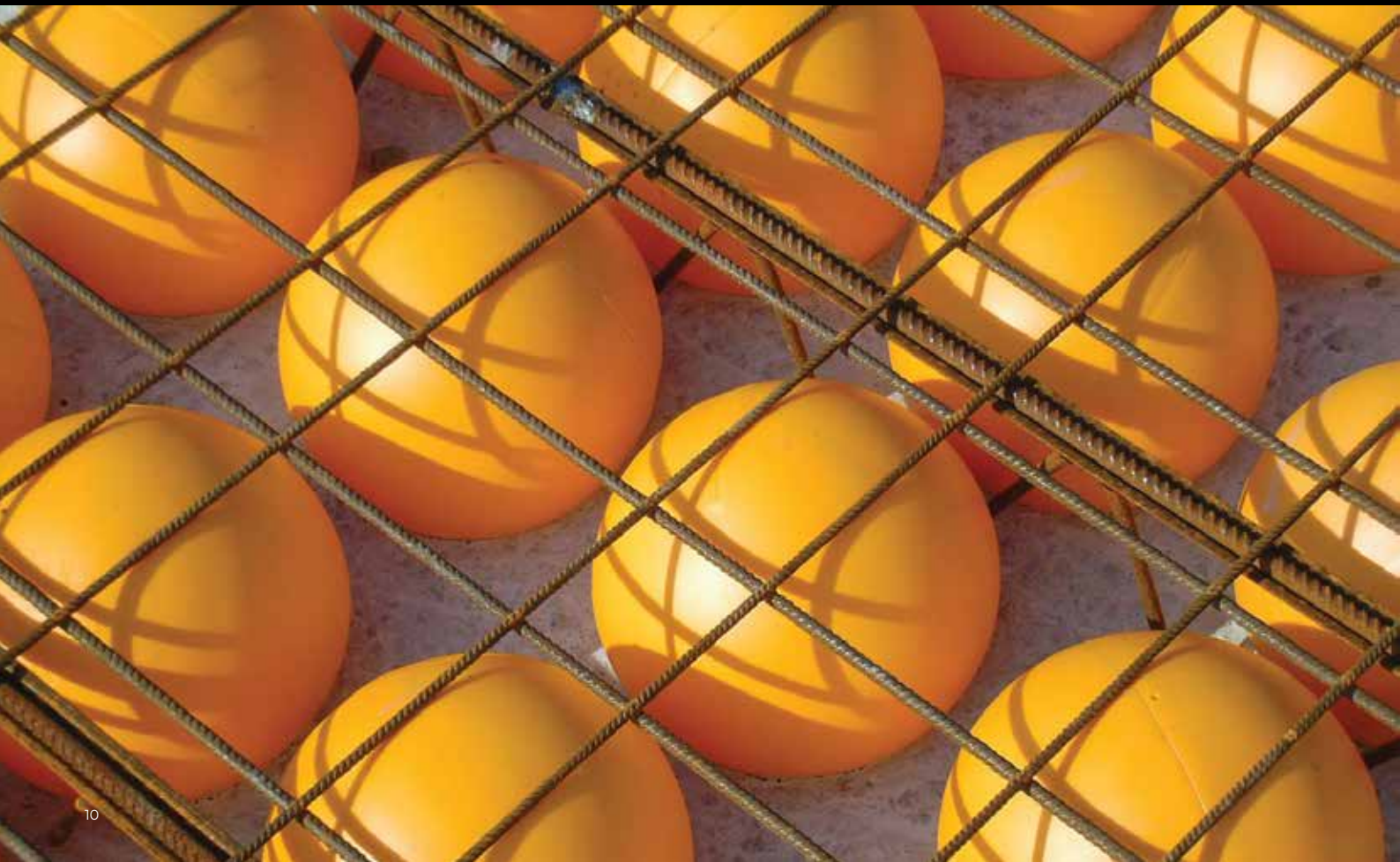
Hanssen was the first company to introduce and use the BubbleDeck system in Australia and New Zealand, and today uses the innovation in all of its projects.

BubbleDeck is a precast biaxial concrete floor system, which makes floor slabs lighter and stronger by incorporating large, hollow recycled plastic balls in a lattice of steel.

The system:

- uses 30% less concrete enabling lighter structures – this allows smaller footing and raft systems, larger column spans, and no structural beams, allowing flat slab soffits and efficient services installation;
- delivers 30% faster floor build cycles, with no form work and no beams;
- improves logistics – offsite production, transport scheduled loads direct to site and craned directly into position;
- minimises operating risks;
- reduces health and safety risks;
- uses 1kg of recycled plastic to replace 100kg of non-structural concrete, making it more environmentally friendly; and
- provides the same structural load capacity as solid concrete slabs.

For Hanssen, in order to stay competitive, the ability to adapt and renew is paramount.





APPROACH

The construction industry is constantly evolving. In response, Hanssen has developed a number of unique approaches to its processes, including a one-of-a-kind construction Standard Details Manual to build its quality residential and commercial projects.

HANSSEN STANDARD DETAILS MANUAL

The Standard Details Manual outlines all the tasks required to complete every stage of a project and is continually updated as new materials, tools and ideas emerge to achieve best practice, quality projects. The manual includes supporting visuals and contains:

- a list of materials and tools;
- related tasks;
- what to consider before starting the task;
- instructions to identify when the task can start and the expected standard of that stage;
- photos and brief pointers of every step needed to finish the task; and
- the expected standard the finished task is to meet.

The Standard Details Manual offers many benefits for staff and projects, including:

- producing a list of tools needed for the task;
- providing step-by-step tasks which need to be completed in order;
- further developing workers' skill sets;
- emphasising safety when performing the task;
- empowering all workers as they work in hassle-free environments;
- providing workers with a clear understanding of what is needed to complete their tasks to a high standard;
- giving the workers a "whole picture" of the project and the construction site;
- facilitating task planning and encouraging efficiency in performing tasks;
- simplifying materials scheduling;
- reducing waste;
- maintaining open, timely and confusion-free communication on-site and within the company; and
- ensuring safe working practices and protocol.

This manual and process is a team effort that involves all workers on site and in the design office.



VALUES

STAYING SHARP

Every team member is expected to follow the Hanssen values system which includes a transparent and safe approach to work, a positive attitude, and ethical and respectful treatment of others. The acronym used by staff to capture this is SHARP - Skills, Honesty, Attitude, Reliability and Productivity.

These wholesome principles are non-negotiable and are designed to nurture and encourage self-motivation and reinforce Hanssen's expectations of its workers.

Safety

- All worksites are smoke, drug and alcohol free
- Use role-appropriate Personal Protective Equipment (PPE)
- Hard hats, steel-cap boots and high-vis are to be worn at all times
- Safety is everyone's responsibility
- Use the right tools for the right job
- A clean site is a safe site

The right attitude

- Be proactive not reactive, effective not busy
- Bullying, racism and sexism will not be tolerated
- A good work ethic is judged by your teammates and rewarded with respect
- Successful projects are built by strong team-spirit
- Every team member is accountable for their behaviour
- Celebrate successes - mistakes are not a sin, honesty earns respect

Respecting diversity

- At last count, Hanssen was represented by more than 60 nationalities
- Staff come from varied backgrounds - from refugees to former prisoners
- Hanssen values staff of all ages, employing everyone from qualified apprentices to senior staff with a wealth of experience
- Gender diversity, promoting and encouraging women in the construction industry

"Our team is highly qualified, experienced and passionate about achieving successful projects."

GERRY HANSSEN
Managing Director



SAFETY AND TRAINING

Safety is paramount, non-negotiable and considered at all stages of construction through design, planning, execution, handover and review. We have an industry leading safety induction program, utilising the Standard Details Manual for each activity on our sites, demonstrating correct execution to meet safety and quality standards.

We engage independent accredited contractors to monitor our Work Safe Programs, conducting regular audits of our sites and safety manuals, as well as regular drug and alcohol testing on all our sites for the safety of our workforce.

We are a confident leader in prioritising training for quality and safety across all aspects of our business, and endeavour to continue to develop and evolve industry best practices.

We have successfully completed training of 1,200 apprentices without a serious workplace incident.

Training

Hanssen is passionate about up-skilling and investing in its staff and has implemented strong training and development opportunities and frameworks to enable this.

As a result of this, many workers have progressed through our system from apprentices or trade assistants to management and leadership roles.

Hanssen has trained over 1,200 apprentices, some of whom have been nominated for and won Apprentice of the Year Awards.

We have enabled 1000s of workers to obtain industry recognised tickets for roles such as qualified riggers, crane drivers and scaffolders to electricians, carpenters, welders, mechanics and plumbers.

Hanssen provides clear opportunities for its staff to progress to senior levels in the company and is proud to incentivise them with fair pay for fair work.

The company actively seeks to employ ethical and hard-working people and empower them with training and education opportunities.

"Passionate people are winners - they never fail, and they inspire others to learn and grow. By providing the opportunity to develop their skills and their passion, we create a hard-working, ethical workforce where workers train the next generation to do the same."

"Others say they cannot afford to train, we say you cannot afford not to train."

GERRY HANSSEN
Managing Director

SUSTAINABILITY

Hanssen is committed to minimising environmental risks and impacts through complying with environmental legislation and environmental best practices in its operations.

This includes:

- Environmental Protection & Biodiversity Conservation Act 1999;
- Ozone Protection Act 1989; and
- Industrial Chemicals Act 1985.

This commitment extends to the development of robust and documented systems to implement, measure, monitor, and disseminate excellent environmental performance in both its operations and in the broader community.

Hanssen promotes an approach to a more sustainable future, committing itself to minimising its impact on the environment by:

- being compliant with all relevant government legislation and adhering to regulatory standards as required;
- developing employees' understanding of sustainable practices;
- providing stakeholders with greater knowledge and understanding of sustainability;

- training staff to integrate principles of sustainability into decision making for a more sustainable future;
- supporting activities which contribute to sustainability against ISO14001 standards;
- minimising the ecological and carbon footprints of the business, demonstrated in pioneering the use of BubbleDeck on the Adagio project, saving: 6400m³ of site concrete, 1024 concrete truck trips, 10880GJ energy embodied in production and haulage and 1728t of CO2 emissions;
- supporting suppliers, customers and communities to become more socially responsible and sustainable;
- committing to continuous improvement of sustainability performance; and
- ensuring the company acts in a socially responsible manner with regards to the management of its people, communities and resources.

Sustainable development indicators (economic, environmental or social) are used to measure the company's performance and to monitor and report on future progress.





RECOGNITION

Hanssen is proud to have been recognised for its achievements across a number of areas.

Housing Industry Association (HIA) Awards

Winner	
2005	Residential Lifestyle Development of the Year – Westralian, East Perth
2005	Apartment Project of the Year – Westralian, East Perth
2003	Medium Density Project of the Year – Monterey Bay, Mandurah
Finalist	
2010	Apartment Project of the Year – Terrace Road, East Perth
2006	Apartment Project of the Year – One28, East Perth
2005	Home of the Year – Terrace Road, East Perth
2003	Western Australia Home of the Year – Millpoint Road, South Perth
2003	Perth Home of the Year – Millpoint Road, South Perth
2003	WA Residential Lifestyle Development of the Year – Mary Street, Mandurah

Urban Development Industry of Australia (UDIA) Awards

Winner	
2017	High Density Development – Concerto, East Perth
2014	High Density Development – St Marks, Highgate
2013	Judges' Award – Pelago West, Karratha
2013	High Density Development – Pelago West, Karratha
2012	High Density Development – Fairlanes, East Perth
Finalist	
2019	High Density Development – Vue Tower, East Perth
2013	High Density Development – Adagio, East Perth

Apprentice Employment Network Awards, Western Australia

Winner	
2019	Host Employer of the Year

HANSEN

ABN: 93 058 600 427 | BC 9922

271 Stirling Crescent, Hazelmere
Western Australia 6055

Phone: +61 8 6218 3800

Fax: +61 8 6218 3899

hanssen.com.au

