

TOTAL

Delivering Excellence and
Innovation in Aged Care and
Retirement Living

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To make a positive difference
in people's lives through
excellence in construction

CAPABILITY

STATEMENT



CORE PURPOSE

OUR NORTH STAR, WHY WE EXIST AS A COMPANY

**To make a positive difference
in people's lives through
excellence in construction.**



WINNER



Advantaged Care | Edensor Gardens, Edensor Park NSW
\$41.5m
139 suites

Thank you for the opportunity to present this Capability Statement which will provide you with an insight into our Aged Care and Retirement Living environment construction expertise.

We have outlined the specific construction services and capabilities within these sectors, as well as providing information on the unique Total delivery model, project case studies and additional services we offer our clients through the Total business.

The Total Aged Care and Retirement Living environment teams are experts in their field and will provide you with innovative construction solutions, proven methodologies and a commitment to quality on time results. Our professional teams have delivered some of the most challenging and complex design and construct projects nationally both with new developments and within live operational environments. We are extremely proud of our achievements, particularly with several recent Excellence in Construction awards for our aged care buildings.

Testimony to our performance is the high level of repeat business Total receives from return clients. Our strengths lie in our people, our passion to build communities that promote social integration, our systems and our 'inside-out' approach.

We combine these strengths to ensure a client-centric approach is taken on all Total projects. By taking the time to truly understand and address the needs of not only our clients but older Australians, we are able to achieve an integration between the build form and usability of the space. This enables an holistic approach that is redefining Aged Care and Retirement Living communities.

Choosing Total means you will be engaging a mid-tier construction firm that lives by our core purpose 'to make a positive difference in people's lives through excellence in construction'.

Total is widely recognised as one of Australia's more experienced builders. We have demonstrated great success in working with local and international architects and design consultants with an understanding of how to maximise opportunities for our clients.

We look forward to your positive consideration of this Capability Statement. Should you require any additional information, I invite you to contact me, or one of the Total team.

Steve Taylor
Managing Director

At Total, we live by our core values in our behaviours and in our performance. They're our fundamental beliefs and principles.



ACCOUNTABILITY

We always do what we say we will do. Reliability on one another is very important to us.



INTEGRITY

We always do what we know is the right thing. Creating trust in an industry where trust doesn't exist.



MENTORSHIP

We always seek to develop individuals within Total, at all levels, to reach their full potential.



RESPECT

We always care for one another and have respect for all our stakeholders.



COLLABORATIVE

We always collaborate and work as a team with all our stakeholders.



INGENUITY

We always encourage and support the taking of initiative. People are empowered and supported to solve problems and make smart decisions.



THE SUMMER HOUSE
1200 sqm



WINNER

Advantaged Care | Edensor Gardens, Edensor Park NSW
\$41.5m
139 suites

Providing construction services nationwide – new build, refurbishments, compliance upgrades across metropolitan and regional locations.

\$670M

in aged care sector works

2,419

new or refurbished suites

35

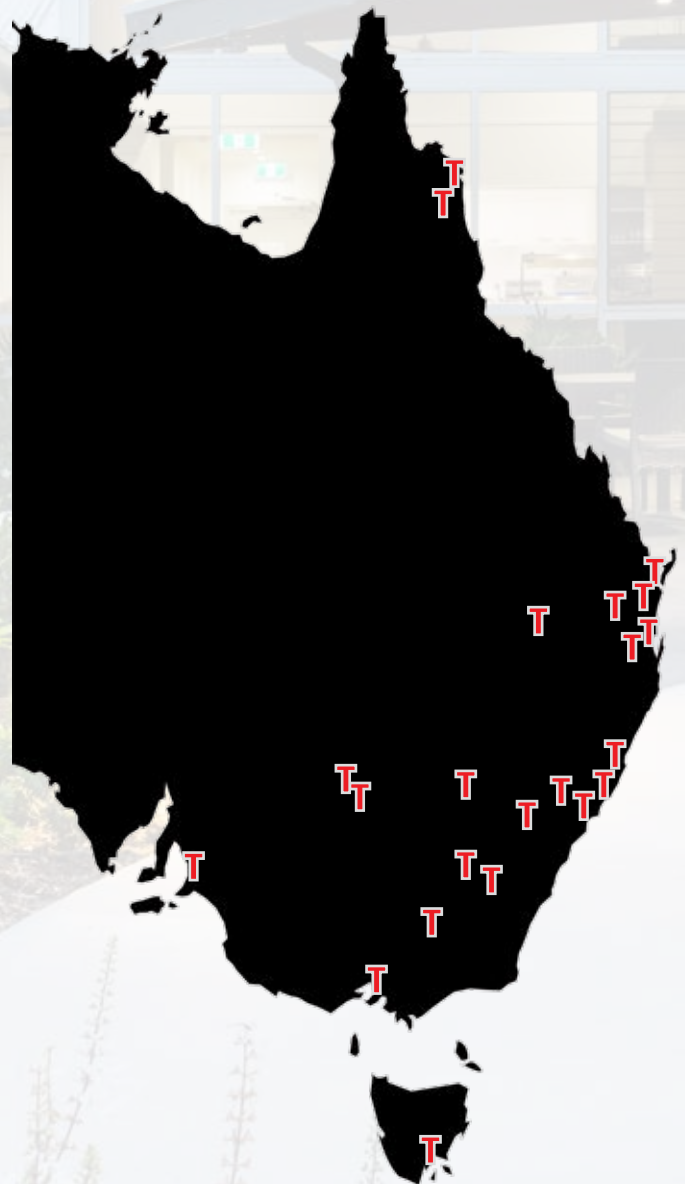
ECI, D&C, GMP and CM contracts

25

Construct Only contracts

18

commercial kitchens and laundries



A diverse team of
160 construction
professionals

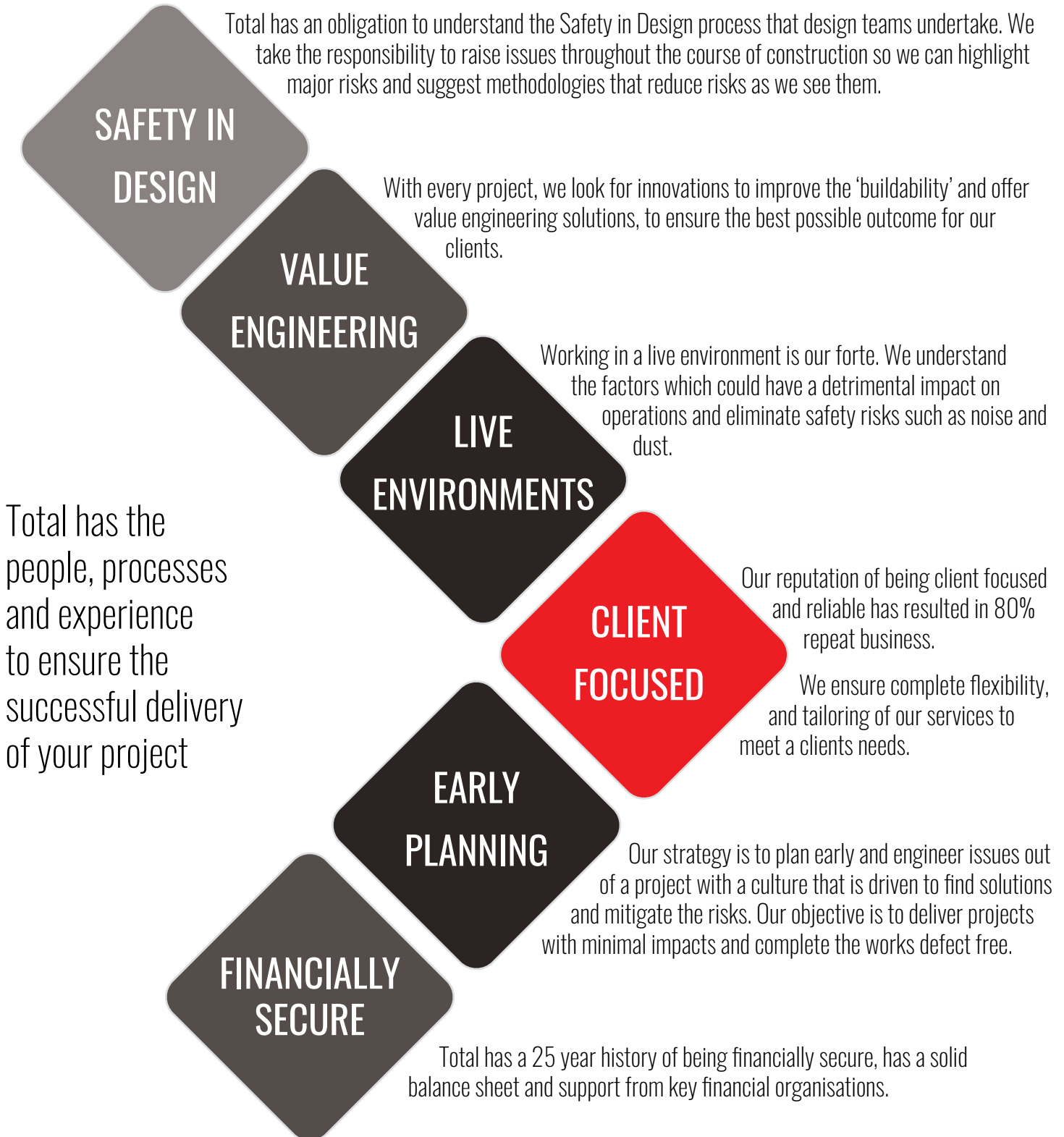
Offices in NSW,
VIC, QLD and SA

National Turnover
\$200 million

Multi-Award
Winning Delivery

Accredited
Management
Systems

80% Repeat
Client Business





**MASTER BUILDERS**
QUEENSLAND
Proud Member

HOUSING &
CONSTRUCTION
AWARDS
2020
REGIONAL
WINNER

McKenzie Aged Care | The Ormsby, Buderim QLD
\$28.7m
140 suites

Total is a market leader in Aged Care and Retirement Village accommodation project delivery.

We pride ourselves on having experienced teams who ensure we deliver what we promise. Total has a strong track record of successfully delivering Aged Care and Retirement Living projects. We understand Aged Care and Retirement Living projects are very often diverse, complex buildings often presented with the added challenge of being delivered in live operating environments. Total has completed multiple projects for a range of clients including, Not For Profit, Government and Private providers.

Our teams are experienced in technical design and construction management and receive ongoing training to the sensitivities of working in these environments. Furthermore, Total brings added value by having engaged experts from the sector, who understand the operational parameters, including pressures facing the industry, and how these models of care impact on accreditation and compliance. This enhances our 'inside out' approach to delivering innovative complex projects whilst ensuring successful delivery. Our Teams have a detailed understanding of both the perceived and actual risks involved in all phases of the project cycle where 'care and lifestyle' are the primary motives of the Client.

Our strong belief in accountability, integrity, mentorship, respect, collaboration, and ingenuity contribute to Total becoming a leader in delivering the most contemporary aged care homes on the Eastern Seaboard of Australia.

Our experience encompasses the full range of projects from new purpose-built developments on Greenfield sites to substantial construction projects within the operating environment of existing functioning communities.





Aged Care - Edensor Gardens Residential Aged Care Home

Client: Advantaged Care
 Value: \$40m
 Contract: Design & Construct
 Location: Edensor Park NSW

- 139 Suites
- Cinema
- Library
- Beauty Salon
- Wellness Centre
- Cluster Rooms & Single Suites

WINNER - EXCELLENCE IN CONSTRUCTION 2020 - AGED CARE BUILDINGS



Aged Care - KOPWA Residential Aged Care Home

Client: KOPWA
 Value: \$36m
 Contract: Design & Construct
 Location: Roseville NSW

- 102 Suites
- 3 Stage Delivery
- Wellness Centre
- Café
- Multi-Purpose Breakout Areas
- Allied Health Suites



Aged Care - Dudley Foord House Residential Aged Care Home

Client: Anglican Retirement Village (now Anglicare)
 Value: \$22m
 Contract: Design & Construct
 Location: The Ponds NSW

- 104 Suites
- 8 Wings
- Beauty Salon
- 2 x Commercial Kitchens
- Wellness Centre
- Putting Green



Aged Care - TriCare Residential Aged Care Home

Client: TriCare
 Value: \$38m
 Contract: Construct Only
 Location: Williams Landing VIC

- 4 Levels
- 126 Suites
- Private Dining
- Wine Bar
- Cinema
- Commercial Kitchen & Laundry



Aged Care - Tabulam and Templer Homes for the Aged

Client: Tabulam and Templer Homes for the Aged Inc.
 Value: \$16.6m
 Contract: Construct Only
 Location: Bayswater VIC

- 56 Suites
- Outdoor Decks
- Communal Dining
- Café
- Communal Lounges
- Commercial Kitchen



Aged Care - Central Park Aged Care Home

Client: Japara Healthcare
 Value: \$14m
 Contract: Construct Only
 Location: Windsor VIC

- 26 Suites
- Vertical Extension
- Full Refurbishment
- New En-Suites
- Plant Deck
- Commercial Kitchen



Aged Care - The Ormsby Aged Care Home

Client: McKenzie Aged Care Group
 Value: \$28.7m
 Contract: Construct Only
 Location: Buderim QLD

- 140 Suites
- 3 Levels
- Communal Lounge
- Commercial Kitchen
- Commercial Laundry
- Landscaping

WINNER - QMBA COMMUNITY ACCOMMODATION FOR AGED CARE



Aged Care - The Kubirri Aged Care Plus Centre

Client: The Salvation Army
 Value: \$10.6m
 Contract: Design & Construct
 Location: Mossman QLD

- 42 Suites
- 2 Wings
- Chapel
- Café
- Landscaped Courtyards
- Viewing Platforms



Aged Care - Warwick Integrated Community

Client: Churches of Christ
 Value: \$28.2m
 Contract: GMP
 Location: Warwick QLD

- 128 Suites
- Café
- Auditorium
- 2 Separate Two-Storey Buildings
- Central Community Area
- Children's Playground



Retirement Living - Winston Lodge

Client: Anglicare
 Value: \$5.7m
 Contract: Design & Construct
 Location: Winston Hills NSW

- 18 ILUs
- Landscaping
- Communal Areas
- Café
- New Car Park
- Library



Retirement Living - Aurelia Street

Client: Our Lady of Consolation
 Value: \$16m
 Contract: Construct Only
 Location: Toongabbie NSW

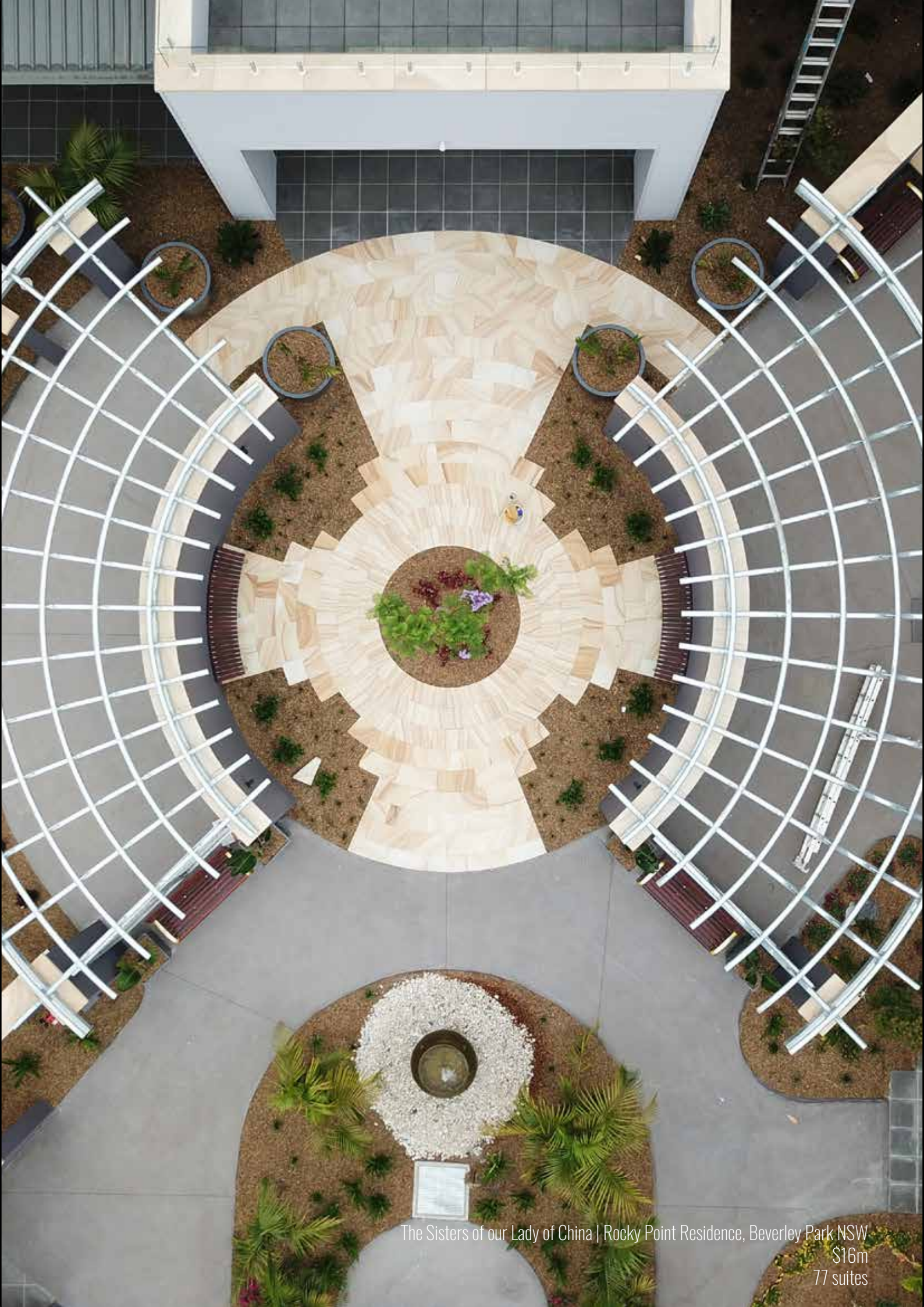
- 5 Levels of ILUs
- Central Shared Courtyard
- 5 Storeys
- Seniors Fitness Centre
- Café
- Secure Lift Access to ILUs



Retirement Living - Leppington Community Facilities

Client: Antegra/ Lepdev
 Value: \$6.2m
 Contract: Construct Only
 Location: Leppington NSW

- Swimming Pool
- Multi-Function Centre
- Café & Bistro
- Bowling & Putting Greens
- Cinema
- Dispensary



The Sisters of our Lady of China | Rocky Point Residence, Beverley Park NSW
\$16m
77 suites

We recognise and understand the importance of resident and staff wellbeing and acknowledge that we are guests working in their home.

To ensure your residents, their families and the care teams continue to operate in a safe environment whilst upgrade works are underway, Total has a specialty division - Total Care.

Total Care comprises a team of qualified and experienced professionals who understand the sector and the importance of accurate scoping and preparation.

The Total Care team mitigate risks with a proactive practical construction approach ensuring a seamless service.

Our teams focus on working around your needs, paying special attention to:

- > Safety management, especially accounting for the needs of residents and staff;
- > Infection control;
- > Dust and fume control;
- > Traffic management;
- > Pedestrian way-finding routes including temporary emergency evacuation;
- > Noise and vibration management

Our project teams understand the concerns of the provider. We believe communication is the key to a successful delivery. To minimise disruption, our teams will detail scheduling to provide for quiet works during resident mealtimes; they understand the critical nature of working inside memory support communities, the importance of regular updates incorporating graphical images to inform residents and staff of planned outcomes.

'The Total Care team understand the complex logistics of working with clients, their residents, their staff and their families. We ensure what is delivered is fit for purpose and enhances the lived experience of the entire community.'

Steve Taylor | Managing Director



Members of the Total Care team on site at KOPWA Aged Care Residence



Aged Care - Bond House Refurbishment

Client: HammondCare
 Value: \$12m
 Contract: Construct Only
 Location: Hammondville NSW

- 5 Single Storey Dwellings
- Communal Lounges
- Beauty Salon
- Landscaping
- Walkways
- Studio Spaces



Aged Care - Niola Centre Residential Aged Care Home

Client: BaptistCare
 Value: \$8m
 Contract: Design & Construct
 Location: Parkes NSW

- Refurbishment & Extension
- Dementia Support Unit
- Landscaped Courtyards
- Beauty Salon
- Communal Areas
- Wellness Facilities



Aged Care - Mount St. Joseph's Aged Care Home

Client: Little Sisters of the Poor
 Value: \$7.5m
 Contract: Construct Only
 Location: Randwick NSW

- Two-Storey Extension
- Full Refurbishment
- Façade Replacement
- Chapel
- Communal Areas
- Auditorium



Aged Care - Claremont Terrace Residential Aged Care Home

Client: Allity
 Value: \$9.1m
 Contract: ECI and Design & Construct
 Location: McKinnon VIC

- 31 Suites
- Refurbishment
- Café
- Commercial Kitchen
- Commercial Laundry
- Landscaping



Aged Care - Lexington Gardens Residential Aged Care Home

Client: Allity
 Value: \$8.2m
 Contract: Construct Only
 Location: Springvale VIC

- 38 Suites
- Beauty Salon
- Café
- Commercial Kitchen
- Commercial Laundry
- Private Balconies & Courtyards



Aged Care - Millward Residential Aged Care Home

Client: Japara Healthcare
 Value: \$11m
 Contract: Design & Construct
 Location: Blackburn VIC

- 70 Suites
- Cinema
- Landscaping
- Commercial Kitchen
- Commercial Laundry
- Communal Lounges



Aged Care - The Plains Residential Aged Care Home

Client: Bethany Christian Care
 Value: \$3.1m
 Contract: GMP
 Location: Eight Mile Plains QLD

- Extension & Refurbishment
- Communal Dining Facilities
- 'Town Square'
- Café
- Communal Areas
- Landscaping



Aged Care - Nandeebie Residential Aged Care Home

Client: Blue Care
 Value: \$915k
 Contract: Design & Construct
 Location: Alexandra Hills QLD

- Services Upgrade
- Full Refurbishment of 31 Suites
- New Carpet & Vinyl Throughout



Aged Care - Nazarene Aged Care Home

Client: Blue Care
 Value: \$1.5m
 Contract: Design & Construct
 Location: Rothwell QLD

- Services Upgrade
- Full Refurbishment of 45 Suites
- New Carpet & Vinyl Throughout

Senior Leadership Team

TOTAL



Steve Taylor - Managing Director

Based in our Sydney office, Steve provides corporate guidance for the company on all strategic and financial issues. Steve adopts a hands-on approach and works closely with key stakeholders. He is a founding shareholder of Total and has extensive experience across all sectors of the building industry



Bill Franks - Director

A registered builder in NSW, VIC, QLD, SA and WA with extensive experience, Bill ensures our compliance with all operational and corporate regulations. Bill is also a founding shareholder of Total with over 30 years experience in the building industry across residential, commercial and industrial sectors



Jeff Jones - CEO

Jeff possesses broad industry experience across the construction, engineering and property development market segments. Leveraging his skills obtained from becoming a Chartered Accountant and completing an MBA, Jeff is responsible for the leadership and operational performance management of Total within the strategy and business plan agreed by our Advisory Board



Guy Finnis - General Manager Victoria

Guy has over 20 years in the construction industry, working in design Manager, Project Manager, Construction Manager and General Manager roles. His project portfolio includes projects in the health, commercial and industrial and residential sectors, new constructions, refurbishments and fit outs. Guy's strength is his strong collaborative nature, and his ability to bring the best out of people and a project



Simon Hinneberg - General Manager Queensland

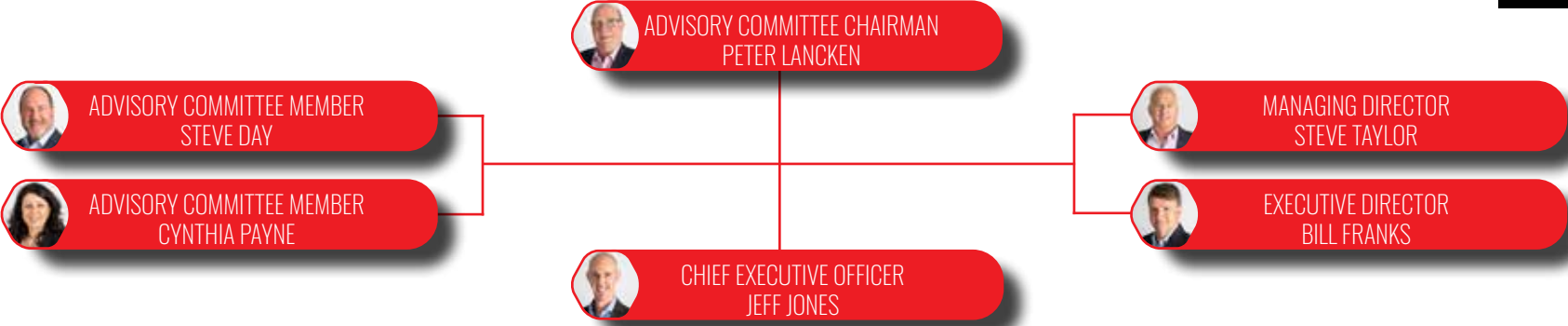
Having spent over 26 years in senior management roles of international tier 1 contractors here in Australia and the UK, Simon brings a wealth of industry knowledge and experience to our team. Since establishing the QLD office in 2010 he has maintained overall responsibility from business development and estimating to delivery and client satisfaction



Rob Blythman - General Manager Engineering Construction Group

Rob has over 30 years experience in Senior Management roles across a range of industries including construction, telecommunications and broadcasting in the Asia Pacific arena. Rob's major strength is in developing opportunities, preparing and implementing sales and marketing strategies and building strong relationships with clients at all levels

Our Leadership Team



Total is committed to operating incident and injury free across all of our projects. We're accredited to international safety, quality and environmental standards

WORK HEALTH & SAFETY

At Total, we create a positive safety culture and have developed a robust safety and risk management system which campaigns for continuous safety awareness and improvements.

Total's Executive Committee is focused on a company-wide safety strategy which inspires, motivates and empowers employees and sub-contractors to behave safely and ensures a 'safety excellence' attitude throughout our operations.

WE ARE COMMITTED TO:

- > Incorporating Occupational Health & Safety Management into all aspects of the business
- > Providing appropriate safety training and awareness to all staff
- > Complying and exceeding all statutory obligations

LOST TIME INJURY FREQUENCY RATE (LTIFR)

Our LTIFR industry average is 5.58. Year on year, Total has consistently recorded a rate below the industry average of 8.2 (August 2020).

FEDERAL SAFETY COMMISSION (FSC)

The Federal Safety Commission (FSC) works with industry and government to achieve the highest WHS standards on Australian

construction projects. Consistent with Total's core values, we have taken the voluntary step of seeking accreditation to the FSC to ensure the health and wellbeing of everyone involved.

ENVIRONMENTAL MANAGEMENT

Total is committed to conducting business in a manner that protects the quality of the environment in our communities with an emphasis on using preventative measures. Our Environmental Management System conforms to the relevant legislative and regulatory requirements, Codes of Practice and our respective accreditations.

TARGET FOR ENVIRONMENTAL PERFORMANCE

We have a mandated KPI to achieve a waste recycling target of 90% minimum for each project, each month. This ensures that we are able to maintain the high quality building and development standards synonymous with Total.

To date, Total has received zero environmental infringements.

QUALITY MANAGEMENT

Total is committed to a Business Management System (BMS) to manage all aspects of the business in accordance with our respective accreditations. Our Quality Policy is designed to ensure that we continually improve the quality of our product, services and business as measured by our objectives and targets.

Support of our local and wider community is embedded in our culture.
This enables us to 'pay it forward and pay it back'



Addison Road Community Organisation (Addi Road) is a 100% volunteer based not-for-profit fighting for social justice and caring for the environment. One of their major remits is to direct food waste away from land fill to people in need. Total proudly supports their efforts, with employees volunteering for their 'Hampers of Hope' appeal held annually



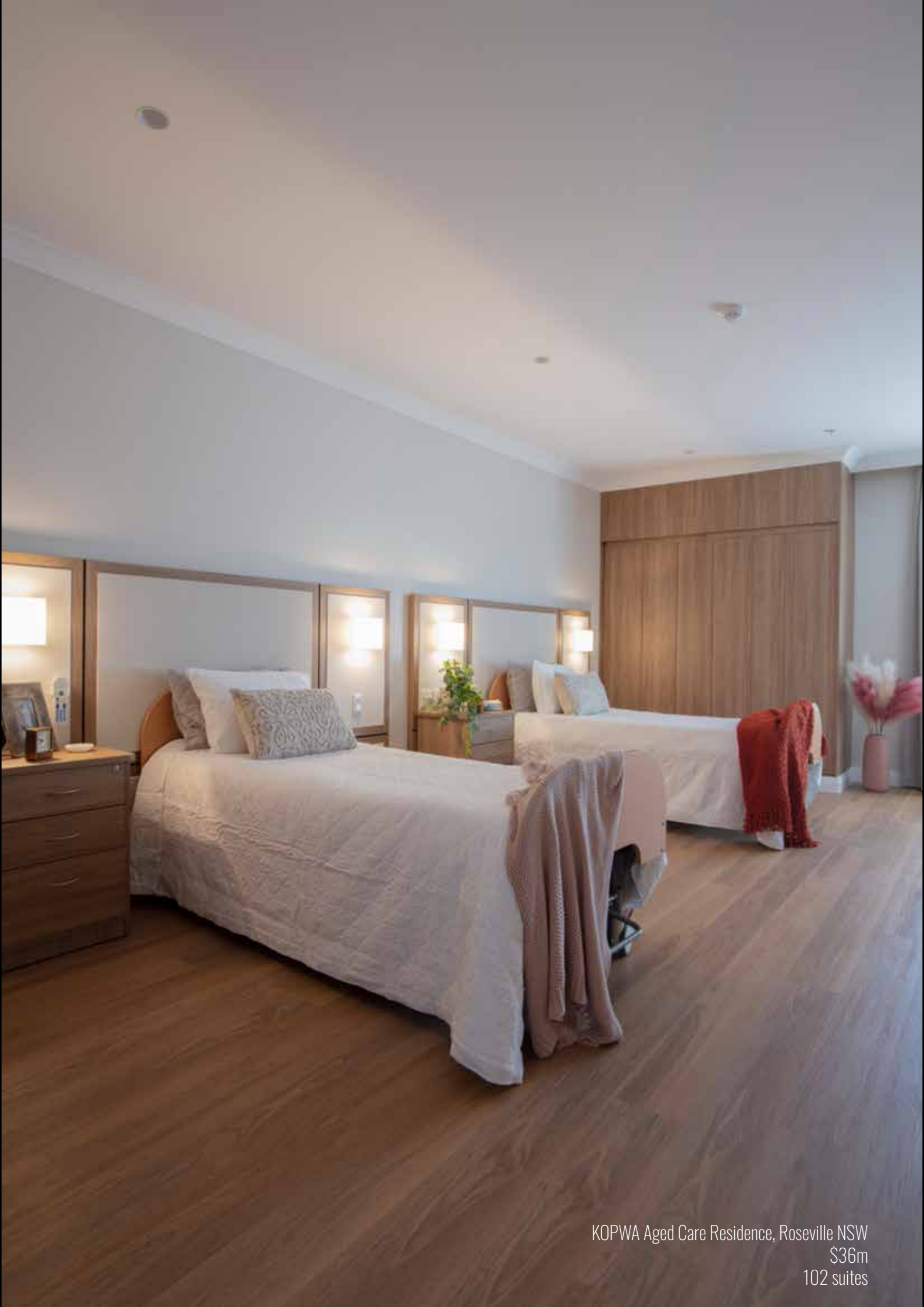
For many years, Total has supported Upskills+ Foundation Inc, a not-for-profit organisation that started 26 years ago and works with communities, families and individuals who are informal settlers experiencing extreme poverty and high unemployment in the Philippines. The charity continuously works to find holistic and fully integrated services through 4 main modules, Education, Health & Nutrition, Social Intervention & Livelihood and Community Development Education



Stepping Stone House is a not-for-profit organisation providing medium to long-term accommodation, care and development for homeless and at-risk young people aged 12 to 24 years from around NSW. The aim is to develop their self-esteem, resilience, self-confidence and good health through motivational experiential learning, including outdoor education and adventure so that they achieve responsible independence and be the best they can be



Kids Under Cover is a Victorian based not-for-profit organisation dedicated to preventing youth homelessness by providing studio accommodation in family backyards and education scholarships. Through the placement of relocatable one and two bedroomed studios, vulnerable young people between the ages of 12 and 25 years who are either already homeless or at risk of homelessness are provided with a secure and stable environment for as long as is required



KOPWA Aged Care Residence, Roseville NSW
\$36m
102 suites

McKENZIE AGED CARE GROUP (MULTIPLE PROJECTS):

The Total team have efficiently addressed all design and construction challenges in each of our projects and have a proven track record in effective communication.

Total's commitment to quality outcomes along with post-completion attention have greatly assisted our team to commission these new facilities to become operational in as short a time as possible after project handover.

Michael Powell | Partner/ Non Executive Director | McKenzie Aged Care Group

TABULAM AND TEMPLER HOMES FOR THE AGED INCORPORATED:

The project was executed with the site remaining operational throughout construction and Total's co-operation in minimising disturbance to residents was appreciated. Positive and regular communication between Total, the Architect and TTHA ensured an excellent project outcome with the project on budget and our residents and staff all enjoying the new facility... We have a quality building and enjoyed working with Total's site and HQ personnel. Total's co-operation in observing strict site COVID 19 rules was very much appreciated.

Paul English | Chairman | Tabulam and Templer Homes for the Aged

ADVANTAGED CARE (EDENSOR GARDENS AGED CARE HOME)

Together with Steve Taylor and Mark Varnam, the Construction Manager from Total Construction and Simon Thorne from Integrated Design Group, we have been able to deliver a state-of-the-art home. Edensor Gardens will provide residents with an amazing lifestyle, the best in house services and professional person-centred care.

Michael Kresner | Managing Director | Advantaged Care

SPANISH SPEAKING FRAIL AGED CARE INCORPORATED (RESIDENTIAL GARDENS):

Total have delivered us a building which has exceeded our expectations, is of a high standard of finish and most importantly, have paid strong attention to making sure minor defects are attended to, we have been trained in its operation and are currently preparing a maintenance regime for ongoing care of the building... Honesty was promised all the way, and when time was tight toward the end of delivery of the project, Total were honest, open and transparent which helped alleviate any fears we had I would recommend Total Construction to any prospective Client.

Robert Aquino | Operations Manager | Residential Gardens

WESTPAC:

Congratulations on the completion of Edensor Gardens.

Our Property Risk Director attended the site yesterday and has sent an e-mail around our business complementing the quality of the build and how well the project was run, particularly in difficult times over recent months. He wanted to give specific note how impressed he was with Total Construction as the builder. Many kudos to your team who were a dream to work with. I'm sure our paths will cross again on future projects.

Louise Johnston | Associate Director | Health & Aged Care Westpac

WE DELIVER INNOVATIVE PROJECTS

**FROM CONCEPT
TO COMPLETION**





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TOTAL

