



Zancott Knight

Company Capabilities

Promoting local and
Indigenous employment



THE ARTIST

Robert Michael Young

Robert is a Gunnai and Waradjurie man based in Melbourne with a passion for art and creativity.

Robert has created artwork for large global brands, such as Puma, and designed Reconciliation Action Plans for several organizations across Australia. He is ardent about community engagement projects and was the creative director and artist for a large inner city mural at 'Charcoal Lane Restaurant' in Fitzroy. The Charcoal Lane mural was on the travel itinerary for the Duke and Duchess of Essex, and Robert had the opportunity to meet and explain the story behind his work to the couple.

Robert's inspiration comes from his family, community and life experience. Through his art, he wants to empower young Indigenous men and women to be strong and help educate mainstream people about his culture, history and spirituality. In doing so, Robert hopes to raise motivation in the next generation; with a strong belief in themselves, community and social justice.



WHO WE ARE

Zancott Knight is an Indigenous owned, managed and controlled joint venture between national leaders in recruitment and facilities management, Zancott Recruitment and Knight FM.

Zancott Knight's operations are built on the knowledge, skills and experiences of these founding companies, which bring the success and confidence required to deliver on our client's objectives.

Zancott Knight provide first class facilities and project management solutions across Australia. As a Supply Nation Certified business, our key aim is to close the economic gap of Indigenous communities through strong relationships and employee development.

We pride ourselves on being experienced and accessible, with offices across Australia including Victoria, South Australia, Queensland and the Northern Territory.

Our processes are firmly underpinned by contractor wellbeing and quality management practices. This is aligned with a project delivery approach of 'concept to completion', inclusive of design; development; permits and applications; certification and compliance of works; project handover and integrated facilities management.



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Aboriginal and/or Torres Strait Islander peoples should be aware that this material may contain images of persons who have passed away.





ZANCOTT KNIGHT

10%
profit

Pledged to support
Indigenous organisations
& communities



Exceptional Customer Service

24/7

Help Desk



Closing the GAP



Trans-tasman presence



Safety first

100+

Integrated services

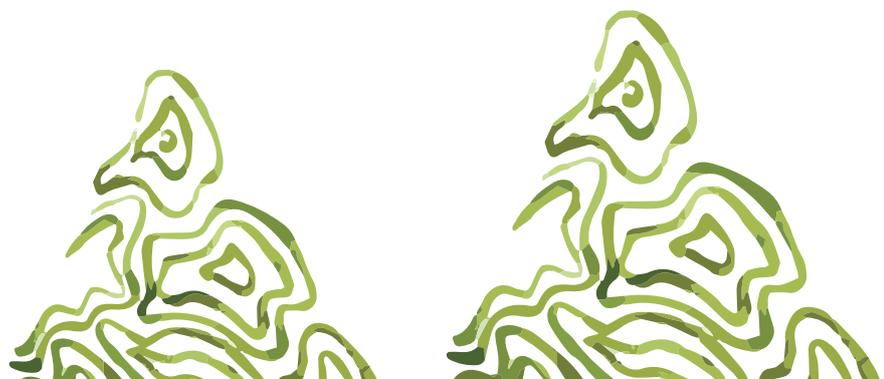
**Technical
leader**

**ISO 41001: Facility Management
ISO 55001: Asset Management**

We pride ourselves on being experienced and accessible, which is why we've got a skilled team in multiple locations around Australia, including: Victoria, South Australia, Queensland and the Northern Territory.

Our holistic approach to integrated facilities and project management embeds agility, fluidity and innovation to optimise reliability, performance and value creation. Our industry-leading technology combined with our highly skilled team create a bespoke whole-of-life approach tailored to each client.

Our unrivalled digital solutions combined with our unrelenting focus on continual improvement, allows us to deliver a strategic partnership approach that drives Indigenous engagement and optimises outcomes.





@ SHUTTERSTOCK JOINT

OUR DIFFERENCE

High Value

Our bespoke solutions offer an optimum blend of local capabilities, portfolio experience and technological innovation. Operational and administrative efficiencies allow for reduced costs without compromising on quality or compliance, allowing for a high-value client experience.

Strategic Partnership Approach

We work collaboratively with our clients to create a united one-team approach with a single point of contact on each project, to promote ease and efficiency. Our clients also benefit from our 24/7 Australian-based Help Desk to support them whenever they need.

Dynamic Reporting

Data driven visualisations and interactive tailored dashboards across entire property portfolios, empower our clients to make informed decisions.

Social Procurement

Positive social procurement outcomes through the support of a Supply Nation certified Indigenous owned business.

Operational Efficiencies

Unlock value through increased operational and administrative efficiencies, that in turn deliver reduced costs without compromising quality or compliance outcomes, with opportunities for benchmarking.

Health & Safety

Achievement of exemplary health and safety standards and robust governance structures that protect our clients and ensure compliance.

Contractor Management

Reduce contractor management risks through our large pool of prequalified suppliers, with strict procurement disciplines and processes embedded with our systems, and economies of scale; ensuring lowest prices and rates.

Innovation and Continual Improvement

Innovation and continual improvement throughout the life of the contract to stay abreast of best-practice, leveraging decades of industry and technical expertise.





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CORPORATE ENGAGEMENT

Reconciliation Action Plan

Our ongoing commitment to the recruitment and training of Aboriginal and Torres Strait Islander peoples is reinforced through the development and implementation of our own Reconciliation Action Plan (RAP). It supports the development of businesses and communities in the many regions in which we operate.

We are dedicated to closing the gap between Indigenous and non-Indigenous Australians in the areas of health, education, life expectancy and career progressions. In an effort to achieve this, 10% of our profits are donated to support Indigenous groups and we engage with Supply Nation Certified Indigenous businesses as a first preference.

Our clients place a high degree of trust in us to create their dream, and as such, we are continually driven to exceed their expectations. Both our employees and subcontractors operate in accordance to our corporate social responsibility guidelines, with policies surrounding workplace health and safety, environments and sustainability and social procurement.



Managing Contractor Assistance

Zancott Knight can assist stakeholders and partners in the development, approvals and implementation of their own RAP.

This includes drafting plans, submissions and assisting in seeking approvals the development and recruitment of employees to meet the RAP obligations.



DRIVING REAL SOCIAL PROCUREMENT OUTCOMES

We are committed to

Contributing 10% of profits in support of Indigenous groups.

Engaging our community of Supply Nation Certified Indigenous businesses as a first preference.

Growing a workforce of Indigenous employees in all aspects of our business.

Supporting the wellbeing of our Indigenous employees and their families.

Training our employees so that they leave our organisation more knowledgeable.

Driving community engagement with a broad range of Indigenous companies through mentoring and supporting growth.

Achieving social procurement outcomes for our clients.

The key to our future strategic direction is to grow our partnerships with Indigenous communities, regional organisations and peak bodies to reflect our commitment to support growth, opportunities, and capacity building. We see our Innovate Reconciliation Action Plan as an important step in achieving these goals.

Zancott Knight management team aims to create a professional hub of Indigenous employees from a range of trades, professions and working backgrounds that operate with the common goal of advancing Indigenous health, education and employment opportunities. Our corporate strategy utilises our local industry to support our operations, providing a robust and adaptable project delivery style that ensures effective delivery on any work site.

Our program aims to increase employment and retention of Indigenous Australians through:

- Employment opportunities across all service lines at both entry and management levels.
- Pre-employment training programs.
- Work experience programs.
- Graduate management programs.
- Traineeships and apprenticeships.
- On the job training.
- Mentoring programs.
- Cultural awareness workshops.
- Supportive work environments.



SERVICES

Project Services

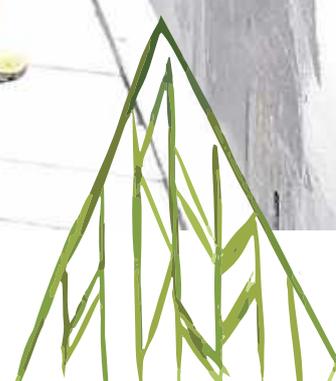
We're flexible in the way that we work and as such, operate on a project-by-project basis when necessary.

- Accessibility and disability access
- Asbestos sampling and management
- Building renovation
- Civil construction works
- Design development
- Efficiency upgrades
- Fire engineering
- New building construction
- Retail fit-outs

Integrated Facilities Management

With decades of experience across critical industries, we are able to tailor a bespoke approach with the agility to meet your evolving needs.

- Accommodation management
- Car park management
- Concierge and mailroom support
- Event management
- Fleet management
- Laundry and workwear management
- Patient management
- Venue management



Asset maintenance and management

From building management systems and asset lifecycle planning, right through to handyman and pest control services, we have the resources available to provide a holistic maintenance and management package.

- Asset Management
- 360 degree scanning
- Asset due diligence and condition assessment
- Asset lifecycle planning and replacement
- Building management systems and controls
- Building trades services
- Fire and emergency services
- Grounds and gardens
- Handyman services
- Painting services
- Pest control
- Project management
- Water management

Cleaning

Through decades of experience and dedicated training, we know exactly what it takes to maintain a high standard of cleanliness in a facility.

- Hygiene and washroom services
- Residential, commercial, retail and industrial cleaning
- Venue, event and precinct cleaning
- Waste management and recycling
- Window cleaning
- Antimicrobial Protection Services
- Fogging

HVAC, mechanical and electrical services

Our safety-first approach and area expertise make us an ideal partner for the maintenance and management of mechanical and electrical needs.

- Engineering design
- Essential Safety Measures
- Mechanical and electrical services
- Plumbing and hydraulic services
- Refabrication and modularisation
- Refrigeration
- UPS
- Vertical transportation

Security and alarm services

Your safety is our top priority.

- Personnel and patron support
- CCTV
- Alarm systems
- 24 hour monitoring

Catering and hospitality

We collaborate with our partners to assist you with any of your catering requirements.

- Functions and boardrooms
- Industrial catering



PROJECT EXPERIENCE

Berrimah Defence Establishment, Northern Territory

Department of Defence, Jan 2020

Cost: \$1,028,032

Duration: 15 weeks

The scope included a full removal and replacement of split systems, floor coverings and joinery items in bedrooms, common rooms and bathrooms; preparation, patching and painting of internal walls, ceilings, doors, door frames and skirtings, as well as cleaning of floor coverings (where replacement is not required), aluminium window frames and windows (where painting is not practical).

NT Underground Storage Tank Works, Howard Springs North, Northern Territory

Department of Defence, Dec 2019

Cost: \$196,180

Duration: 76 weeks

This project entailed the replacement of underground tanks within this facility. The main risk that we encountered for was potential soil contamination (PFAS and loose ACM debris) and the removal of waste material in accordance with NT Environmental Protection Authority guidelines and transportation codes.

RAAF Tindal Building Warehouse Racking, Katherine, Northern Territory

Department of Defence, Oct 2019

Cost: \$964,862

Duration: 86 weeks

One of the buildings in the facility is located within the Main Warehouse and is used as the primary storage location for ongoing project works at RAAF Base Tindal, NT. The building was originally built in 1990, with alterations being made to the building in 2007. The existing warehouse facility racking was misaligned and information on compliance and loading requirements were not known. The existing racking was damaged in some areas and could not be repaired due to lack of existing information; therefore, some areas were quarantined from use. Our scope involved replacing the non-compliant racking system and installing a new compliant system, including any additional minor building works associated.

Larrakeyah And Raaf Base Darwin Pedestrian Safety Upgrades, Northern Territory

Department of Defence, Aug 2019

Cost: \$150,666

Duration: 10 weeks

The purpose of this project was to provide contractor works to improve pedestrian safety at RAAF Base Darwin and Larrakeyah Naval Base.



Woomera Test Shop 4 Refurbishment, Woomera, South Australia

Department of Defence, Apr 2019

Cost: \$1,488,373

The purpose of this project was to provide facility upgrades to Woomera Test Shop 4 to be serviceable for loading and unloading purposes. The site of work is Woomera Test Shop 4 Building. Works included upgrading of exit doors to be compliant, epoxy flooring, minor office fit out, electrical upgrades, external painting and modifications to fire systems.

RAAF Tindal Building Refurbishments, Katherine, Northern Territory

Department of Defence, Mar 2019

Cost: \$4,001,126

Duration: 64 weeks

This project was to provide facility upgrades to 12 buildings located within the RAAF Base in Tindal. The upgrades included the replacement of existing fire/warning systems with compliant systems, electrical upgrades, new battery storage, security/access upgrades, building upgrades to access/egress points (ramps and stairways), flooring and finishes upgrades and certification of works, to ensure compliance with current NCC (Building Code) requirements.

Melbourne West and North Fire Compliance Works, Victoria

Department of Defence, Mar 2019

Cost: \$2,874,970

Dec 2018

Duration: 77 weeks

The purpose of this project was to provide facility upgrades to five Defence Bases in the Melbourne North and West Regions. These upgrades included the replacement of existing fire systems with compliant systems, supply and installation of new emergency exit and wayfinding signage, building upgrades to access/egress points (ramps and stairways), upgrade of exit doors to compliant systems, electrical upgrades to support fire and exit systems and certification of works to ensure compliance with current NCC (Building Code) requirements.

Bathurst Island Minor Building Works, Northern Territory

Department of Defence, Nov 2018

Cost: \$1,194,159

Duration: 80 weeks

This project included repairs and rectification works to various buildings on the island. Some of the works included corrosion remediation to piping valves and tanks, external painting works, installation of new cable trays and installation of heavy-duty bollards to protect buildings against vehicular impacts.



PROJECT EXPERIENCE

Fire System Remediation Works at various sites in Darwin, Northern Territory

Department of Defence, Sep 2018

Cost: \$2,591,170

Duration: 45 weeks

The purpose of this project was to provide fire remediation works to various sites in Darwin. These upgrades included, but was not limited to, the replacement of existing fire/warning systems with compliant systems, fire panel and other associated fire systems.

RCD Compliance Works, Northern Territory

Department of Defence, Aug 2018

Cost: \$1,629,312

Duration: 96 weeks

There was a total of 61 registered switchboards across the Northern Territory Defence Bases that were identified as not complying with Residual Current Protection requirements

Each site and each switchboard required a unique package of works to be carried out in order to make them compliant with current standards.

Sunshine Depot Fencing Works, Victoria

Department of Defence, Aug 2018

Cost: \$128,372

Duration: 42 weeks

This project involved the appointment of a site surveyor to undertake a site boundary survey to set out boundary coordinates. Once this was completed it involved the installation of new fencing and landscaping works that included the service of an arborist for plant vegetation and shrub removal.

RAAF Base Maintenance Works, Northern Territory

Department of Defence, Jun 2018

Cost: \$740,000

Duration: 26 weeks

The scope of this project involved base-wide upgrades to a number of facilities at RAAF Darwin Base. The scope included but was not limited to upgrade of kitchen flooring and drainage system, repainting of Heritage protected facility, and upgrade to mechanical systems.



Work Health and Safety Compliance Works at Bandiana and Bonegilla, Victoria

Department of Defence, Oct 2017

Cost: \$372,185

Duration: 31 weeks

The nature and scope of this project was to undertake Work Health and Safety Compliance works at North Bandiana and Latchford Defence Bases; both Bases are in North East Victoria. Works included the installation of additional lighting for compliance, installation of air conditioners for ventilation and installation of compliant racking systems for storage.

Dyne Cell Installation, Victoria

Large Automotive Manufacturing Company, Mar 2017

Cost: \$1,316,000

Duration: 25 weeks

This project involved the design and construct of a dyne cell for an automotive manufacturing company. During excavation of the Dyne cell pit, it was discovered that the water table was higher than expected. The project team had to work around this to ensure that it did not affect the concrete pour and curing process. The Project was successfully delivered on time and within budget.

Defence Fuel Installation Working Accommodation Project at RAAF Base, Darwin, Northern Territory

Department of Defence, Feb 2017

Cost: \$412,082

Duration: 31 weeks

This project involved the removal of asbestos and the construction of a working accommodation in the facility for the staff to operate the Defence Fuel Installation units.

Mechanical Upgrade Works, Darwin, Northern Territory

Department of Defence, Dec 2016

Cost: \$220,000

Duration: 36 weeks

This project involved the installation of split system air conditioning units to one of the buildings at Robertson Barracks. The intent of the project was to provide additional cooling capacity during periods of elevated room occupancy, during regimental briefings.

Jabiru Building Upgrade, Darwin, Northern Territory

Department of Environment and Energy, Sep 2016

Cost: \$471,057

Duration: 36 weeks

These works were carried out by the local housing controlled and utilised by the Department. The works involved asbestos removal, roofing and guttering works and internal fit out renovations. Additional asbestos was discovered during works and due to diligence and site awareness of our staff, the early discovery of the additional asbestos allowed for effective planning and remediation prior to completing new works.

Refrigeration and Air-con Upgrade Works, Darwin, Northern Territory

Department of Defence, Jun 2016

Cost: \$236,000

14 weeks

This project involved the upgrade of several mechanical systems at the RAAF Base facility. The works were carried out on live facilities that were required to remain functional during the completion of works.





FACILITIES EXPERIENCE

Creating value with...

A GLOBAL LEADER IN AEROSPACE ENGINEERING

Our client is a multinational corporation that designs, manufactures and sells aeroplanes, rotorcraft, rockets, satellites, telecommunications equipment and missiles – making it an integral part of Australia’s defence industry.

75%	Indigenous procurement
16% decrease	Preventative maintenance costs, exceeding the 8% target

Commencing in 2018, this first-generation outsourcing solution required the support of a strong Mobilisation Manager to engage stakeholders and build strong relationships across all procurement functions:

Fire Services | HVAC | Electrical Engineering | Building Management Systems | Programmed & Reactive Maintenance | Thermal Imaging | Test & Tag | Cleaning & Sanitary | Waste Management | Linen

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Creating value with...

COBHAM

Cobham Aviation Services Combines superior performance, extensive aviation knowledge and advanced technology to provide specialist aviation solutions to defence, government and commercial customers.

Cobham is a scheduled, charter airline and aviation services provider, with its headquarters in Adelaide, South Australia.

15 day	National mobilisation
5% savings	Achieved within 3 months
ASIC	Security procedures & clearances
73% indigenous	Procurement spend in first 3 months

Delivering high quality innovative aviation solutions, Cobham Aviation requires a partner that understands the speed to mobilise and delivers the technical expertise and agility required to meet the evolving needs of their discerning customers.

Fire Services | HVAC | Mechanical & Electrical Engineering | Programmed & Reactive Maintenance | Thermal Imaging | Test & Tag | Cleaning & Sanitary | Landscaping





“Since ZKFM has come on board to provide Facilities Maintenance. I have been particularly impressed by their level of service and response times. They understand our business and the immediacy required particularly with client facing issues that need urgent rectification. They are always contactable and their call centre response is excellent...always keeping me updated which I greatly appreciate.”

– Vice President Regional Services

“Zancott Knight was appointed to asses Coles’ entire remote portfolio of company housing across regional Australia. The professionalism of the team and report delivered on the brief Coles requested was second to none.”

– Head of Investment Management

Creating value with...



Coles Supermarkets Australia Pty Ltd is an Australian supermarket chain, headquartered in Melbourne as part of the Coles Group. Founded in 1914 in Collingwood by George Coles, Coles operates supermarkets throughout Australia with over 100,000 employees, contributing to the majority of the Australian market.



Network of remote specialist subcontractors



Largest project awarded to an indigenous business (2018)



Supplier of the year nomination (2019)



3 month mobilisation

Integrated facilities management on 45 sites nationally, majority situated in regional and remote Australia:

Security Patrol | Ad-hoc Repairs | Project Works | Site Inspectors | Landscaping

We have worked collaboratively and engaged Coles to deliver an integrated solution that meets the unique needs of these development sites.

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MANAGEMENT SYSTEMS

Project Delivery

Zancott Knight integrates Australian Standards, Legislation and Industry Codes of Practice into our project delivery, through our Integrated Management System (IMS). This system manages our documentation, policies, procedures and records (including training records). The company IMS is broken into relevant sections:

Certification | Policies | Manuals | Processes | Procedures | Work Instructions

Each level of documentation covers the relevant trades and works being completed on site. Should any shortfalls in our documentation be identified during an audit, documentation will be developed or updated to cover the requirement. These changes are then communicated through the company and implemented on site. At all times this change process is guided by our IMS documentation.

Currently we use Urbanise as our CMMS system. Urbanise enables the integration and management of the entire supply chain, providing unprecedented clarity over operations. Delivered via cloud-based services, it redefines best-practice to provide a single source of truth across our client's entire property portfolio.



AS4801:
OH&S Management System



ISO 9001:
Quality Management System



ISO 14001:
Environmental Management System



OHSAS 18001:
OH&S Management System



KEY POLICIES

Risk Minimisation

Our ISO accredited Integrated Management Systems guide our ongoing achievement of strong risk management practices and the protection of our client's data.

Driving a Safety-first Culture

The safety of your people, properties and communities remain our top priority. We provide our team with the knowledge, tools and attributes to achieve the following:

- Contract-specific training and induction with refresher training conducted on an annual basis.
- Rigorous safety preparation with safe work practices embedded within our operational methodology.
- A dedicated Safety Committee who consider all relevant safety concerns, inclusive of legislative changes, employee concerns, incidents and investigations, training requirements and the tracking of continual improvement.

Engaging Local Communities

As we grow, so do the local communities around us as we engage the services of Supply Nation Certified resource from the area. Their local connection and understanding of the region are invaluable.

Supporting youth through providing employment opportunities and confidence in the workplace to assist young people kick start their career.

Diversity and Inclusion

Diversity enhances our productivity and team performance and this reflects the diverse communities in which we operate, underpinned by sustainability in our organisation.

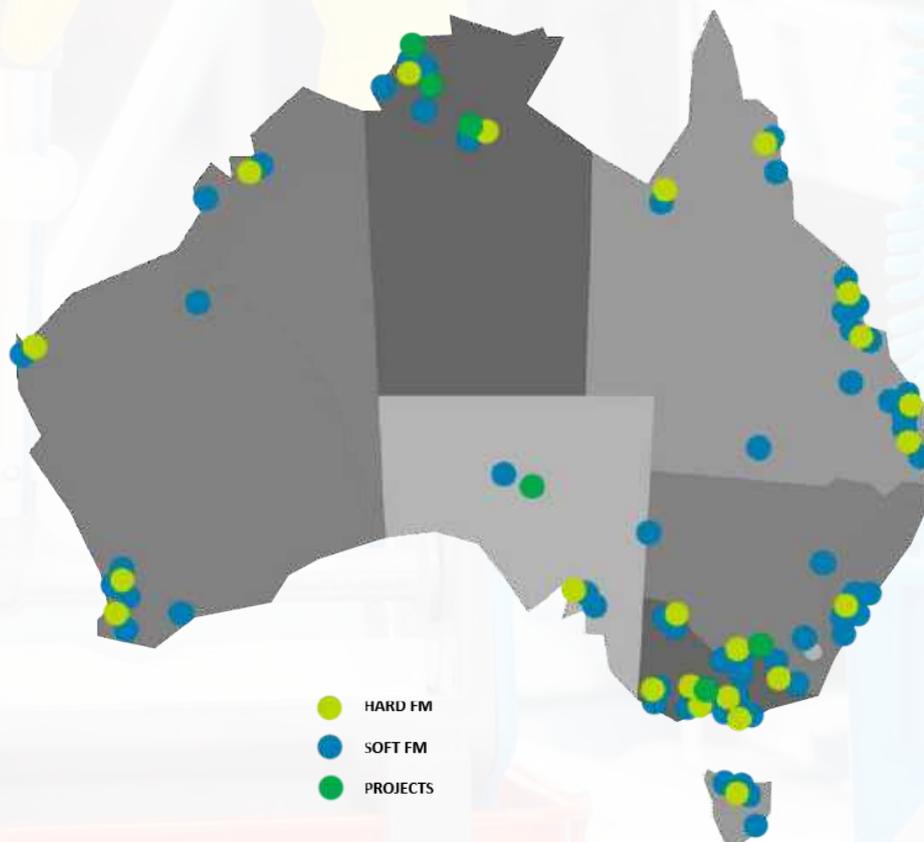
Supporting the Disadvantaged

Delivering programs aimed to break the cycle of unemployment in our community through assisting disadvantaged persons in their pursuit of employment.

A True National Partner

Everyday our exceptional team work in diverse operational environments, including commercial, industrial, manufacturing, aviation, and defence, to deliver the integrated services that allow our clients to focus on what they do best.

We work collaboratively with our clients and leverage decades of experience across critical industries to tailor a truly bespoke approach, with the agility to meet our client's evolving needs. An uncompromising commitment to best-practice innovation and continuous improvement unlocks substantial potential for our valued clients.





Zancott Knight

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