

## Consultant of the Year Award

**Winner:** **Telstra Account procurement team, Jones Lang LaSalle**

Over the last 12 months, the **Jones Lang LaSalle, Telstra Account procurement team** has developed a leading edge FM service delivery model for trade services, consolidating over 150 vendors into two key service packages and one portfolio-wide energy contract, resulting in an annual saving of \$14 million.

## In-House Client Team of the Year Award

### Finalists

- **Insurance Australia Group Look & Feel Project Delivery Team** for their collaborative approach to Branch fit outs and business operations
- **Origin Energy Workplace Services Team** for its strategically focussed internal services partnership

**Winner:** **The Look & Feel Project Delivery Team, Insurance Australia Group**

Led by the in-house Property and Facilities Management team, the *Look & Feel Project Delivery Team* is a collaboration of members from across the **Insurance Australia Group** focussed on challenging the status quo of Branch operations, design and construction. Its success in delivering functional and high performance fit outs and business operations demonstrates the benefits an in-house Property team can deliver as an 'enabler' for business.

## Contribution to Energy Efficiency Award

### Finalists

- **DTZ and Australia Post**, for the energy efficiency contributions made across Australia Post's portfolio through their National Energy Management Program.
- **Mirvac** for its contributions to greater energy efficiency achieved across their portfolio.
- **Commonwealth Bank of Australia** for the contribution achieved through their Green Refresh Lighting and HVAC projects.

**Winner:** **Mirvac Group**

The **Mirvac** group has made a considerable contribution to energy efficiency, with outstanding reductions in energy intensity and improvements in NABERS Energy ratings across the Mirvac portfolio. The results have been achieved with a focus on operational efficiency and prudent capital expenditure.

## Service Provider of the Year Award

### Finalists

- **Jones Lang LaSalle** for the "one team" relationship model with Telstra Property
- **Five D** for their commitment to commitment to continuous improvement, innovation and excellence in client service
- **CBRE** for their partnership with DEXUS and FM Plus model to optimise portfolio performance

**Winner:** **FM Plus: DEXUS account, CBRE**

**CBRE** has been in partnership with DEXUS for five years, providing facilities management services across a portfolio of 150 office and industrial properties. This year CBRE provided an innovative FM model called FM Plus, which delivered significant benefits to their client, by ensuring alignment to business strategy, focus on the customer, and innovation.

**Highly commended:** **Five D Holdings**

**Five D** delivers integrated services to 22 large corporate and government clients, underpinned by an environmental framework, market leading SAP systems and award winning Help Desk function. Five D currently manages over 2 million sqm of space and has reported a growth of over 100% in staff and revenue over the past 12 months.

### Industry Innovation Award

#### Finalists

- **Aconex** for the launch of their product *Smart Manuals*
- The **City of Melbourne** for their launch of the national program *Smart Blocks*
- **Foxbuddy** for their mobile workflow application

#### Winner: **Smart Blocks, City of Melbourne**

The **City of Melbourne's** Smart Blocks is a new national program which helps apartment owners and professional managers improve the energy efficiency of apartment buildings. Smart Blocks is a successful and innovative example of government funding being used to create a catalyst to bring stakeholders, government, academia, consumers and experts from across various industry bodies together.

### Sustainability & Environmental Impact Award

#### Finalists

- **Programmed** for their customised sustainable solutions.
- **Jones Lang LaSalle** for their office WorkSmart@420 George.
- **Brookfield Johnson Controls** for delivering higher energy efficiency performance at the Caroline Chisholm Centre.

#### Winner: **WorkSmart@420George, Jones Lang LaSalle**

**Jones Lang LaSalle's** Sydney office, WorkSmart@420 George, is one of only 11 tenancies in the world to achieve a six-star Green Star office interiors rating. Over the life of the 10-year lease, Jones Lang LaSalle will save 3 million kWh which equates to 2,641 tonnes of carbon. It has also delivered productivity improvements with 71% of staff stating they feel more productive in the new work environment.

### Organisational Impact & Workplace Excellence Award

#### Winner: **Road to Zero Harm project, Programmed**

The **Programmed Road to Zero Harm** project has seen considerable reductions in their *Lost Time Injury Frequency Rate*, moving towards a rate considered world class. In recognising that business effectiveness and efficiency can be dramatically enhanced through reducing unplanned events in the workplace, Zero Harm has become part of the Programmed Difference and its DNA, touching on their 10,000 employees and customers.

### Young Achiever of the Year Award

#### Finalists

- **Bryce Green**, Facilities & Project Manager with Brookfield Johnson Controls
- **Troy Chaplin**, Facilities Manager VIC, Commonwealth Bank of Australia
- **Roger Waalder**, Facilities Manager with the Port of Brisbane
- **Mark Evans**, Regional Facilities Manager with Westfield

#### Winner: **Troy Chaplin, Facilities Manager QLD, CBA**

**Troy** is responsible for the facilities and property management functions of a retail portfolio for the Commonwealth Bank & Bankwest Properties, managing the largest portfolio in the Bank's Retail network. He has been widely recognised by clients, peers and senior management for the exceptional level of service he provides, his innovative solutions and for driving measurable initiatives and performance.

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**Facilities Manager of the Year Award**

**Finalists**

- **Sally Odgers**, Facilities Manager QLD, Commonwealth Bank of Australia
- **Gary Traynor**, IFM on Demand Director with Jones Lang LaSalle
- **Rod Martin**, Senior Facilities Manager with CBRE

**Winner: Sally Odgers, Facilities Manager QLD, CBA**

**Sally** coordinates the operational management of the Groups Retail tenancies within Queensland and is pivotal in providing safe and productive workplaces for the Group particularly during the flood crisis. Sally initiated and delivered Process Excellence projects, improving productivity and visibility of the overall FM function. Cost reduction initiatives and diligent contract management have resulted in cost savings and improved services. Sally is engaged in sustainability initiatives to improve asset lifecycle efficiencies and achieve carbon emissions targets.