



ANZ BANKING GROUP

Australia and New Zealand Banking Group Limited (ANZ) is one of Australia's leading financial services companies, with 4 million retail and business customers in Australia, New Zealand and Asia Pacific. Under a three-year, national supply agreement, Schiavello was selected to serve ANZ's new workplace design standards following an extensive search of the market for capable providers of systems furniture.

"The Contract came about after identifying the need to have a workstation which could be supplied to all ANZ fitout projects throughout Australia in an efficient manner that met the OH&S, functional, and supply structure standards for ANZ," said David Barnard, ANZ National Project Manager.

"The Schiavello contract is a way of managing risk for the bank and maximising our buying power," said David Barnard. "ANZ Property Services Group, as the custodian for the ANZ workplace, now has in place a supply agreement which enables the implementation of workstations into every workplace in Australia, satisfying the OH&S and functional obligations of ANZ.

"ANZ's specific requirements relate to functionality, where Schiavello have configurations of workstations and associated componentry that matches the ANZ workplace, design and OH&S, where the workstation ergonomics meet the ANZ OH&S standards, and supply structure; where the contract provides for all configurations and components in each capital city for a fixed cost and delivery time," he said.

The contract period is for 3 years with an option to extend by 2 years, and satisfies ANZ's need for workstations which can occur as part of a fitout project or as a result of 'churn' within certain buildings. Bovis Lend Lease, as the outsourced Service Provider for Project Management, manage all projects and co-ordinate the supply and installation of workstations where required. The supply agreement also includes a guaranteed supply of components for a period of ten years should the contract extend to that period.

The contract commenced in March 2000 with two simultaneous projects, one in Adelaide Street, Brisbane and the other at 100 Queen Street, Melbourne. "We were able to supply ANZ administrative offices nationally with predominantly Unimet workstations. With that, ANZ requested an adjustable leg, which we created based on an adjustment of the ProActive leg," said Ralph Tigani, Schiavello's National Projects Manager.

"As all business units within ANZ are very different, the system we supply allows them to add a little bit of their own mark to their environment by altering colours and panel fabrics. They have already had churn work carried out, and because we've standardised, we've been able to take components from different parts around Australia to effectively create another fitout," he said.

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Main Photo Left > Unimet workstations with a combination of fabric and powdercoated metal faces, forms the basis of ANZ's standard workstation.

PROJECT SUMMARY

Project Location: Australia wide

Client: ANZ Banking Group Limited – Stuart Kent,

David Barnard

Schiavello National Projects: Ralph Tigani,

Vince Tigani



Schiavello's success stems from the quality of our product and service and our capability to service nationally. "We address all issues and queries and respond to any brief. That's what has been happening over the last 12 months, working closely with ANZ and assisting them in providing solutions," continued Ralph Tigani.

Schiavello are obliged to deliver selected products in accordance with the time, cost and quality requirements of the agreement and the project in question. "It is imperative that the expectations of the business unit are met on each project," said David Barnard.

"Schiavello have successfully met and exceeded their obligations under the Supply Agreement evident by the positive feedback from business units. ANZ Property Services Group looks forward to continued support from Schiavello in achieving quality outcomes for the ANZ business units," concluded David Barnard.

standardisation



Main Photo> Unimet workstations at a height of 1350mm support cantilevered worktops.

The National Supply Agreement awarded to Schiavello by ANZ is one example of Schiavello's continuing endeavor to establish closer long-term business relationships by exceeding their obligations, and achieving quality outcomes for valued clients.

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