



# **MULTIPLEX**

**Built to outperform.**

## **Hotels**



# A trusted partner

For over 50 years Multiplex has been a trusted partner in the delivery of landmark hotels across the world.

With 88 hotels completed, our strong track record and global experience means clients trust us to deliver with certainty. We think like owners, and understand the unique requirements of hotels – be they large integrated complexes or detailed boutique facilities.

Partnered with our high-rise building expertise, we can add real value in proposing alternative design and delivery solutions which optimise investment and improve the productivity of hotel operations.

Importantly, we understand that the guest experience is paramount and anything a guest touches, sees or experiences needs to be well considered and delivered to the highest quality.

*“... in choosing a delivery partner, it was essential that the contractor was able to deliver on time to allow the scheduled opening to take place, and that the high levels of design and quality envisaged by the architect and client were achieved. Multiplex delivered on every front.”*

**The Star/The Darling, NSW**  
**Mike Henry, Echo Entertainment Group, General Manager**  
**Development and Property Management**

# We keep everything running

At Multiplex, we think like owners and work to make the construction process as seamless as possible, whether it be minimising disruption to an operating hotel or a smooth handover process to operations.

We understand the impact of lost trade on overall cost, and program and stage works with the owner to test different delivery scenarios to determine the approach with the least impact on the operating hotel. We also remain flexible and can change or adapt our methodologies to accommodate changing business needs.

For example, operation of the Star Casino in Sydney was maintained 24/7 throughout the construction period, with careful control of noise, dust and vibration. Contrary to the operator's expectations and forecasts, reported revenue from operations was maintained or in some areas actually increased during construction. This was due to our careful planning and understanding of operations prior to starting work.

We can also manage the hotel fit-out design process with the future operator, coordinating the various stakeholders involved to ensure the end goals of both the developer and future operator are met.

This includes involving the operator in the front end design if desired, and in the back end of the construction program so that staff are trained in systems and procedures and can hit the ground running, minimising the time between PC and trading.

*“Maintaining hotel operations was always a major concern, but throughout, full functionality of the hotel has been maintained, with occupancy rates remaining at a higher level than expected. This is due in no small part to the team's accommodating attitude, with noisy work occurring during set hours when the largely corporate guests are out of the hotel and well placed hoardings and graphics helping to maintain a positive hotel experience.”*

**161 Sussex Street, NSW**  
**Jenny Watt, Project Manager, GL InvestmentCo**

# We have delivered...

88

hotel projects



17

cities

7

countries

16,000+

hotel rooms

Over  
\$5BN  
value



161 Sussex St, Sydney, NSW



# We future proof for ongoing use

We see our role in a project extending beyond delivery to the ongoing operation and usefulness of a building. This is particularly important in a hotel environment where the guest experience is paramount.

We do this in a number of ways both before and during the build. For example we hold early design and risk workshops with clients to identify risks and develop solutions at concept stage. During delivery stage we appoint a dedicated quality committee whose job it is to monitor and maintain Multiplex standards of practice and ensure long-term operational issues aren't created during the build.

We also establish clear quality benchmarks for all trades and materials – from the basics of building to the provision of high quality finishes, fittings and furniture – to ensure the final product meets the design vision and is built for the long haul.

This includes extensive capability in developing off-site prototypes to assure quality, while enabling clients to visualise the guest experience and make changes early in the design development process when it is most cost effective to do so.

For example, on Crown Towers Perth we built a to-scale prototype of two rooms and a corridor to enable the client to experience the hotel as a guest would, right down to the detail of switching on a television or ordering room service.

***We aim to eliminate potential risk, optimise the guest experience, and safeguard our clients' reputation and investment.***

# We create a lasting legacy

As contractors we are in a unique position to have a positive impact on the end users of our buildings as well as the broader communities in which we operate. We view our projects as opportunities to align with our clients' goals and create long-term change that extends beyond the life of our projects.

For example, on the 161 Sussex Street project we partnered with Preston Hire and Cystic Fibrosis Australia (CFA) to raise awareness for Cystic Fibrosis, a genetic disorder of the lungs which affects one in 25 Australians.

Leveraging the high profile location on Darling Harbour, one of the project's SuperDeck™ loading platforms was painted with a red rose – CFA's symbol – and named 'Toby's Platform' after a young cystic fibrosis sufferer.

Our LINC (Linking Industry with the Needs of the Community) program is the framework we use to develop and guide our community and social initiatives. LINC is built on the two core principles of building self-reliance and growing community

capacity. Using LINC as the basis, we develop social strategies in response to specific needs and look for ways for our projects to be the vehicles for change.

One of our current, major LINC initiatives is the Literacy for Life Foundation, which is a partnership between national health research institute The Lowitja Institute, indigenous campaigner Professor Jack Beeton and Multiplex. The Foundation has been established to tackle very low Aboriginal adult literacy rates in Australia using a model originating in Cuba which has taught more than 6 million people in 28 countries to read. So far, over 100 people have graduated with more campaigns being rolled out in communities across Australia.

***We view our projects as an opportunity to align with our clients' social aspirations and drive value for the Community.***



The Darling, Sydney, New South Wales



Literacy for Life Foundation class in Brewarrina, NSW | Photo: Blackfella Films



# Project Directory



## 161 Sussex Street, NSW

**Scope:** Refurbishment of the existing hotel; the construction of a new 3,667m<sup>2</sup> convention centre; and a 25-level tower including 13 new hotel levels with 222 rooms and 10 levels of A-grade high rise commercial office space.  
**Contract Value:** \$248M  
**Client:** GL Investmentco  
**Dates:** 2014 - 2017

The 161 Sussex Street redevelopment has transformed a 4-star hotel in Sydney's CBD into a 3,450m<sup>2</sup> 5-star convention destination with expansive views over Darling Harbour.

Rebranded to a Hyatt Regency after completion, the redevelopment added 222 rooms to the existing hotel – now the largest hotel in the southern hemisphere with a total of 892 rooms.

The build was particularly challenging due to much of the construction taking place over the Western Distributor freeway, a major feeder road from the Sydney CBD to the Sydney Harbour Bridge, and within a live hotel environment.

Exceptional planning by the project team allowed construction to be completed with minimal disruption to the 80,000 vehicles using the Western Distributor daily and the 600-700 nightly hotel guests.

Despite these complexities, the redevelopment was delivered ahead of time and to the highest quality.



## Hilton Surfers Paradise, QLD

**Scope:** Construction of a two-tower mixed hotel and residential development, including a 169 room hotel, 410 apartments and 4,500m<sup>2</sup> of commercial space including cafes, restaurants and retail.  
**Project Value:** \$280M  
**Client:** ANZ Bank  
**Dates:** 2009 - 2011

***“This is an absolutely striking addition to our portfolio, with state of the art design, optimised technology and impeccable service standards for which our company is founded on.”***

**David Kelly, Hilton Surfers Paradise General Manager**

The striking Hilton Surfers Paradise Hotel and Residences fuses accommodation and private residences with the comforts and amenities of a world-renowned hotel.

The 32-level Boulevard Tower consists of 186 apartments over retail, while Orchid Tower includes retail and the 169-room Hilton Hotel to level 15, with 224 residences topped by two three-level Penthouses to level 57.

Exemplifying Multiplex's ability to share knowledge across regions, an experienced project team was assembled from NSW, Victoria and Queensland to deliver the Gold Coast's first five-star hotel in over a decade.

The team also worked closely with the hotel operator on the design, with the Hilton requiring the hotel to be fitted out to brand specific standards and operational requirements, with all systems fully functioning on day one.

To ensure this, Multiplex developed fully-equipped prototypes of a hotel suite and 2-bedroom apartment off-site, allowing any changes to be made early in the design development stage.

Early completion was achieved in time to have apartment settlements completed before Christmas and allow holiday bookings to be taken for the busy vacation period.



## Citadines on Bourke, VIC

**Scope:** Construction of 25-level serviced apartment tower consisting of 380 apartments as well as a conference centre, swimming pool, sauna, fully equipped gymnasium, upmarket restaurant and bar facilities, back of house facilities and a single level basement car park.  
**Project Value:** \$93M  
**Client:** Devine Limited  
**Dates:** 2008-2010

The construction of Citadines at Bourke, located at 131-135 Bourke Street, has delivered a striking new addition to Melbourne's city skyline.

Operating as serviced apartments, the \$93 million high-rise building spans 25 levels and is located on a narrow street frontage which extends the full depth of the city block from Bourke Street to Little Collins Street.

It comprises 380 apartments in a range of studio, one and two bedroom configurations with views over the bustling Bourke Street shopping district.

Multiplex's construction team worked in collaboration with stakeholders to deliver an iconic new tourism and leisure facility, its compact design encapsulating Melbourne's signature lanes and alleys “ethos”.

Through stringent planning, design and development Multiplex was able to counter the site's constrained size to create a space-efficient building with exaggerated slenderness.

Combined with a strategic construction program, Multiplex was able to deliver the project some six months ahead of schedule.



## Crown Towers, WA

**Scope:** Construction of a split tower of 15 and 22 stories and over 33,000m<sup>2</sup> of external works, including 500 rooms, a new lagoon-style pool and extensive landscaping and infrastructure.  
**Project Value:** \$468M  
**Client:** Crown Perth  
**Dates:** 2014 - 2016

***“The size and opulence of Crown Towers Perth is breathtaking and marks a huge step forward in WA's luxury tourism offering.”***

**Andrew Cairns, Crown Perth Hotels Executive General Manager**

Crown Towers Perth is the largest hotel constructed in Western Australia, incorporating 500 luxury rooms, suites and villas within a world-class resort complex.

The premium resort facility also includes Perth's largest ballroom, lagoon-style pools, a day spa, high-end gaming spaces and lounges, and restaurants and bars with associated back-of-house service areas.

With ambitions to be the first six-star hotel in Perth, the commitment to luxury design was a key focus of the client team. Multiplex worked closely with the interior architects to ensure the high end finishes met the design brief.

To this end, a prototype suite was constructed off-site consisting of a standard hotel room and corridor. This allowed the client to review and sign-off on the materials ahead of construction commencing, while also establishing quality benchmarks for Multiplex and its subcontractors.

The project team also overcame challenging ground conditions due to previous land uses of the Burswood Peninsula, developing an innovative ground gas mitigation solution – the first use of its kind in Perth's CBD.

The spectacular final result is a significant addition to Perth and Western Australia's tourism infrastructure, forming an unprecedented benchmark in quality in the State.





## Ibis Styles Hotel, QLD

**Scope:** Design and construction of a 368-room hotel over 27-levels, including retainment of a significant heritage façade at street level  
**Project value:** \$58M  
**Client:** Action Group Australia  
**Dates:** 2014-2016

*“A key value-add which Multiplex engineered involved a redesign of the building layout to reduce the static space and improve the overall area efficiency. This resulted in the deletion of the basement level and one typical hotel room floor – all achieved whilst maintaining the full brief requirements and no change in hotel room numbers.”*

**Andrew Nehme, Director, Action Group Australia**

Situated in the heart of Brisbane’s CBD, construction of the largest Ibis-branded hotel in Australasia has brought new life to a significant heritage façade.

Located at 40 Elizabeth Street, the 27-storey hotel includes 368 guest rooms, a 180-seat restaurant, a lounge and bar, and pre-function and function areas.

Involved from day one under an ECI arrangement, Multiplex worked closely with the consultant team to develop the concept design into a feasible reality, including a total redesign to optimise the efficiency of the building without compromising room numbers or amenities.

This included developing an innovative piling methodology to overcome a key development risk for the client.

Materials handling and site access in the busy CBD location were also major challenges for Multiplex. The team’s approach not only successfully overcame these issues, but supported the achievement of a fast-paced program that delivered the project two months ahead of schedule.



## Hilton – Melbourne Convention Centre, VIC

**Scope:** Design and construction of a 396-room deluxe Hilton Hotel, with facilities including an executive lounge, lobby, bar, restaurants and dining areas  
**Project value:** \$90M  
**Client:** Plenary Group  
**Dates:** 2006-2009

As part of the award-winning Melbourne Convention Centre project, Multiplex delivered a deluxe 20-storey Hilton Hotel on the banks of the Yarra River.

The hotel straddles the convention centre building, sharing the same footprint as some of the meeting rooms and the banquet hall.

A feature access stair connects the hotel’s grand ground-floor lobby, restaurant and bar with meeting room suites on level 1 of the convention centre.

Multiplex constructed the hotel under a separate contract and orchestrated the collaboration of the two teams to successfully manage all project interfaces.

The entire Melbourne Convention Centre project was awarded the prestigious 2010 Australian Construction Achievement Award, reflecting the significant scope and quality of the build.



## The Darling, NSW

**Scope:** Design and construction of a 5-star hotel comprising 171 rooms across 10 floors, including executive suites, private gaming areas and a VIP reception lobby, as well as an infinity pool and 16-room spa  
**Project value:** \$273M  
**Client:** Echo Entertainment Group  
**Dates:** 2009-2012

*“Multiplex took great care during the construction period to protect our customer base. We anticipated a reduction in patronage due to the general inconvenience of construction work, however in fact, the opposite was true and during this period our revenue increased.”*

**Mike Henry, GM Development and Property Management, Echo Entertainment Group**

Featuring a slim, elegant tower with dramatic glazed facades over a sandstone podium and entrance, The Darling comprises 171 luxurious rooms and suites offering views towards Sydney Harbour.

It forms part of The Star, the \$870 million upgrade and expansion of the former Star City Casino, with Level 1 of the hotel incorporating the expansion of the main casino gaming floor into the hotel.

With adjacent facilities remaining operational throughout the construction period, maintaining customer access and minimising disruption due to noise, dust and vibration were of paramount importance to Star City. Close collaboration with operations staff ensured the customer experience wasn’t impacted by construction works.

The construction team also collaborated closely with the client and its design consultants to ensure the hotel delivered the desired level of luxury and sophistication. This included incorporating a late change to allow increased suites and VIP areas, as well as the conversion of the top three floors into two to provide higher ceiling heights.

Despite these challenges, Multiplex delivered the luxury hotel on time and to the highest standard.



## JW Marriott Marquis, Dubai

**Scope:** Construction of a 1,600-room two-tower hotel, with each 80-level tower comprising extensive facilities including cantilevered suspended room balconies, food and beverage outlets, the largest ballroom in Dubai, a 3,700m² spa and health club, retail outlets, a pool and a gymnasium  
**Project value:** \$460M  
**Client:** Emirates Airlines  
**Dates:** 2007-2012

The JW Marriott Marquis is a luxury hotel in the heart of Dubai. Incorporating state-of-the-art facilities, the development has not only established a world-class platform for the Emirates Airlines hotel division, but also marks Marriott International’s first Marquis property outside the United States. .

Originally conceived as a singular stand-alone tower, forward thinking and an innovative re-design created the iconic mirrored twin-tower complex.

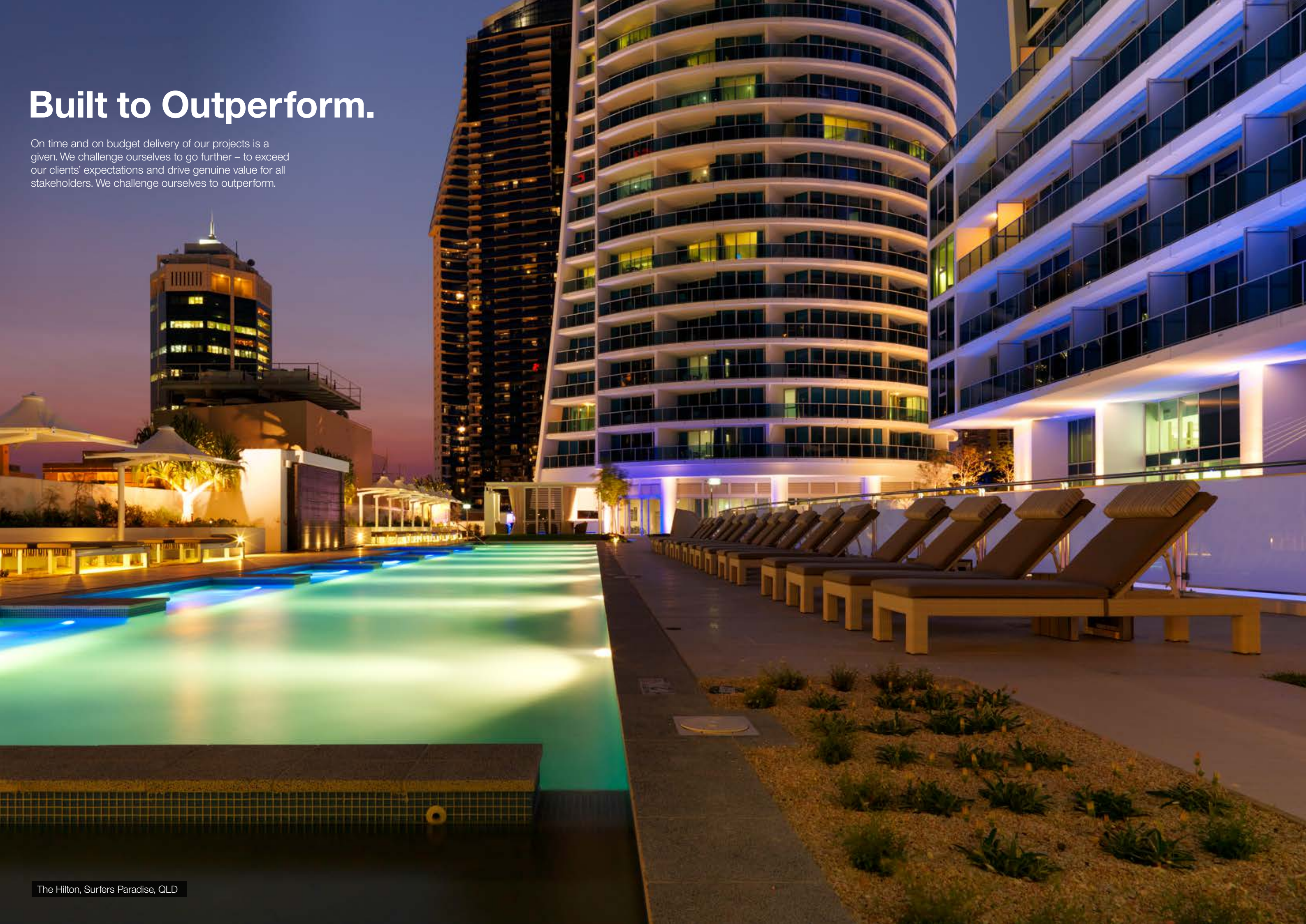
Multiplex undertook the role of main contractor, ensuring that the complex project with its intricate façade concept, curved vertical elements and huge expansive footprint was delivered successfully to the client.

At 80 storeys and 355 metres high, JW Marriott Marquis is now the world’s tallest hotel and has achieved international recognition, receiving a Highly Commended for Best New Hotel Construction & Design (Arabia) at the 2012 International Hotel Awards.



# Built to Outperform.

On time and on budget delivery of our projects is a given. We challenge ourselves to go further – to exceed our clients' expectations and drive genuine value for all stakeholders. We challenge ourselves to outperform.





# MULTIPLEX

For further information please  
contact Multiplex on  
[info@multiplex.global](mailto:info@multiplex.global) or:

## **New South Wales**

L22, 135 King St  
Sydney, NSW 2000  
T: +61 2 9322 2400  
F: +61 2 9322 2001

## **Western Australia**

Level 1, 123 St. George's Tce  
Perth, WA 6000  
T: +61 8 9483 0899  
F: +61 8 9483 0898

## **Queensland**

Level 6, 240 Queen Street  
Brisbane QLD 4000  
T: +61 7 3907 4000  
F: +61 7 3220 1177

## **Victoria**

Level 3, 499 Swanston Street  
Carlton, VIC 3053  
T: +61 3 9353 3500  
F: +61 3 9347 0031

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[www.multiplex.global](http://www.multiplex.global)

