



MULTIPLEX

Built to outperform.

Retail

A trusted partner

Multiplex is a trusted partner for all types of retail projects from greenfield developments to refurbishments and vibrant mixed-use precincts, in both cities and regional locations.

Many of our retail projects are for repeat customers. Clients trust us to deliver because we understand the fundamentals of operating a retail centre and are able to customise the delivery of projects around our clients' end goals.

“Stockland realised a little while ago that to aspire to deliver projects of such scale and complexity we needed to partner with the best in the industry. Your teams are proving to us that our decision to partner with Multiplex was the right one,”

Dale Clark, General Manager Project Management, Stockland

We understand the fundamentals

We know that for retail owners the ability to trade and generate revenue is paramount and we can adjust our delivery programmes to support this.

Our approach is to engage with clients during the planning phase of a project and we invest a great deal of upfront time testing different delivery scenarios against operational and financial outcomes.

In an operating environment we know that minimising disruption to existing shoppers' routines is crucial. We seek an understanding of their retail journey and adjust our programmes to minimise our impact on things like access points and parking.

We also work towards retail milestones like Christmas and Mother's Day and can carefully stage and deliver separable portions of work to optimise trade during these busy times. We hold weekly Disruptive Work Application (DWA) meetings to inform and workshop with clients about upcoming works which will have an impact on trade. This enables us to be responsive to the current retail environment and make up-to-date decisions about 'best for trade' outcomes.

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We have delivered...

129
retail projects



24
cities

4
countries

2.6 million sqm
retail space

1.8 million
car spaces



World Square Retail, NSW

We ‘future proof’ for long term success

We see our role in a project extending beyond delivery to the ongoing operation of a building. This is particularly important in a retail environment where the shopping centre experience is paramount.

Beyond defect management our aim is to future proof retail assets. We aim to eliminate potential risk, achieve continuity of experience for shoppers and safeguard our clients’, and our own, reputation and investment.

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. At 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.

Our mature approach to future proofing minimises risk for owners and protects the long-term operational performance of their assets.

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We create a lasting legacy

While financial performance of retail assets is vital, and we know how to maximise economic returns for owners, we also recognise that shopping centres are more than just buildings. We have seen the way retail centres become hubs for communities and know that the brand opportunity for owners is more than just a retail offering.

We view our projects as an opportunity to align with our clients’ social aspirations and drive value for the communities in which they operate. One example of how we’ve done this is the Connectivity Centre at Stockland Green Hills.

The Connectivity Centre is a Multiplex initiative that brings together employment services groups, employers, job seekers and community groups to create employment opportunities and support for disadvantaged people in the community.

The Green Hills Connectivity Centre was set up in response to the high level of youth unemployment in the Maitland area. It linked local job seekers with construction and retail

employment opportunities arising from the \$414 million shopping centre redevelopment, as well as opportunities from other employers in the Hunter region.

Over the course of the redevelopment, which spanned two years, the Green Hills Connectivity Centre placed approximately 200 people in jobs, exceeding its initial target of 100. This included 10 local Multiplex trainees who all completed their traineeships and were since offered full time work. Importantly, the majority of placements were in sustainable employment.

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Indooroopilly Shopping Centre, QLD



Stockland Green Hills Shopping Centre, NSW

Case Studies



Stockland Wetherill Park New South Wales

Scope: redevelopment to provide an additional 16,000m² of retail; 2,700 car spaces; 200 specialty tenancies
Project Value: \$222M
Client: Stockland
Dates: 2013 - 2016

“Multiplex has maintained a constant and collaborative focus in terms of maintaining the operations of the trading centre throughout the construction period.”

Julia Cain, Project Manager, Stockland

The redevelopment of Stockland Wetherill Park makes it one of Western Sydney’s largest retail centres. Multiplex delivered the project in a live environment with works taking place on top of and around the existing shopping centre.

Multiplex was been collaborative and forward-thinking in its approach. We held weekly Disruptive Work Application (DWA) meetings and quarterly look-ahead meetings to update Stockland on current activity and workshop potential issues, and many of the works took place after hours.

Another challenge was the upgrade and relocation of an existing internal road linking two boundary roads on either side of the shopping centre. The road is the only way for shoppers to access the car park and so works had to take place while it remains in use. Multiplex carried out the road works in six stages while maintaining access for vehicles and minimising impact on trade.

Stage 1 of the redevelopment was completed on budget and ahead of schedule. The redevelopment has been awarded a 5 Star Green Star Retail Design Rating for its industry-leading approach to sustainable design and development, including the first high performance construction site office in Australia which earned an innovation point from the Green Building Council of Australia.



Mandurah Forum Western Australia

Scope: redevelopment including an additional 2,500m² of retail space and multi-deck car park with 870 new car parking spaces
Project value: \$200M
Client: Vicinity Centres
Dates: 2016 - 2018

Located 72 kilometres south of Perth, the Mandurah Forum Shopping Centre project is an extensive refurbishment and rebuild to almost double the retail space on offer, with a number of major, mini major and specialty stores including the first David Jones outside of the metropolitan area.

Multiplex undertook a three month Early Contractor Involvement period to finalise the design and pricing in consultation with the owner, retailers and community.

A significant challenge for the project was staging of works, including significant split / night work, in order to keep the centre fully operational throughout the redevelopment period. Multiplex also carefully staged handover to maximise opportunity for trade and enable retailers to open as scheduled.



Indooroopilly Shopping Centre Queensland

Scope: major extension and refurbishment comprising an additional 44,000m² of net lettable space; 45,000m² of refurbished space; six level car-park; and street level expansion of external restaurant precinct integrating it with the existing food court area
Contract value: \$300M
Client: ARIA and Eureka Funds Management
Dates: 2012 - 2014

The redevelopment of the Indooroopilly Shopping Centre is the result of several years of planning and consultation with Brisbane City Council, various State Government agencies and high-profile retailers.

In addition to delivering almost 80,000 square metres of new and renovated space, Multiplex undertook significant upgrades to external facades, new circulation ramps and loading docks, as well as upgrades to connecting roadways and intersections around the centre.

When bidding for the contract, Multiplex developed a number of significant value management ideas that maximised efficiency, mitigated impact on existing tenants and reduced costs. This included rationalising car park areas, introducing natural car park ventilation, and relocating lifts and mechanical risers - delivering cost savings of almost \$20 million to the client.

Multiplex also recommended design changes that created additional lettable space by improving the efficiency of amenities and bike storage areas, and relocating plant rooms into car park zones.

Now complete, Indooroopilly Shopping Centre comprises 115,000 square metres of retail space and houses some 340 specialty retailers.



Wintergarden Redevelopment Queensland

Scope: major demolition and refurbishment of an existing shopping centre including a single basement level, three levels of retail and five levels of carpark, plus construction of an additional level for a future adjacent development.
Contract Value: \$102M
Client: ISPT
Dates: 2010 - 2012

“The commitment to quality and safety by Multiplex was exemplary as was the planning and stakeholder management.”

Chris McCluskey, Development Director, ISPT

Multiplex has been instrumental in transforming Wintergarden, an integrated retail destination in the heart of Brisbane’s premier shopping precinct.

The redevelopment project included a complete re-working of the internal retail footprint of the shopping centre as well as renovation and embellishment of the external facades. This included a striking ‘art façade’ featuring an innovative laser-cut stainless steel and powder coated aluminium screen complete with integrated and programmed lighting.

The project team managed a number of challenges in the construction, including the need to carry out considerable demolition and structural reinforcement works while minimising disruption to the operational retail centre and carpark.

The final result was testament to Multiplex’s drive to outperform, handing over Wintergarden 14 days early. Multiplex was also contracted to achieve a 4 Star, but delivered a 5 star Retail Design Version 1 Green Star Rating at no additional cost to the client.

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

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