

388 George St | Sydney

How Phoenix ensured the successful completion of a major CBD project by working with and unifying all stakeholders

Client

Brookfield is a major Australian engineering and multi-service construction company with extensive expertise in design, construction and management. Brookfield is committed to delivering sustainable high quality projects.

Project Brief

An **\$18 million** building services upgrade on a **35,500m²**, twenty-nine storey commercial office block in Sydney's CBD.

Phoenix was engaged to conduct a Services **Risk/Gap Analysis** on behalf of Brookfield for all building services on the property as the project had stopped due to party differences.

Challenges

It became apparent that there were clear misunderstandings between the consultants and sub-contractors on the exact scope of work that was expected of them. This would lead to a shortfall in what work the client expected to be done.

Before escalating to a major issue, Brookfield proactively addressed the situation, by engaging Phoenix to conduct services Risk/Gap Analysis. This required identifying areas of the contract, drawings, specifications, tender documents and correspondence where parties were in disagreement. As a result Phoenix found that the gap in works to be estimated by the relevant parties in the order of \$1.8m.

Solution

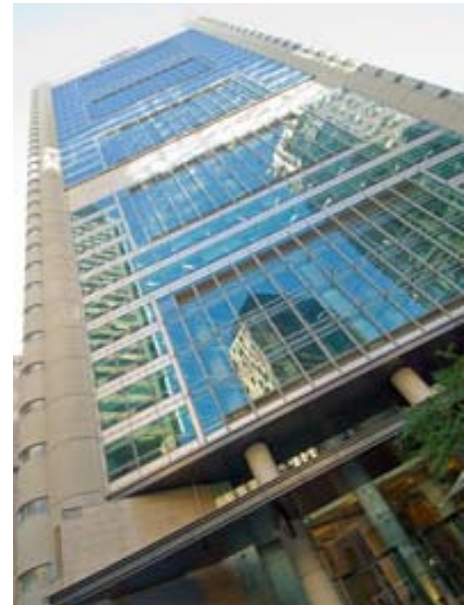
Phoenix acted in a timely manner, conducting separate interviews with the client, consultants and sub-contractors, which was an extremely positive outcome for the client, with an actual cost of less than \$100,000.

Over a series of meetings each party agreed to move on, relinquishing their stand on certain items and within a period of a few weeks the contract was able to resume.

Results

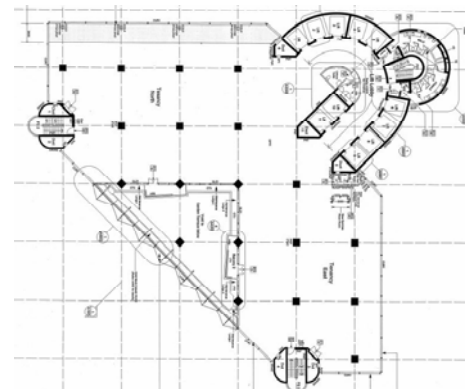
388 George Street project shows how good management can bring clarity to communication, unify and charge a project team.

- ✓ **Project completed on time and under budget**
- ✓ **All works completed as expected by Brookfield**
- ✓ **No negative impact to the existing tenant**
- ✓ **Green Star 5 Star Design**
- ✓ **Green Star 4 Star As-Built**



“Phoenix’s gap analysis and troubleshooting advice for 388 George Street was particularly worthwhile in clearly and unemotionally resolving issues between the designer and the contractor.”

Malcolm Jones,
General Manager - Business Support & Project Management, Brookfield



Client & Project Manager

Brookfield

Building Services

Bassett

Independent Commissioning Agent

 Phoenix Engineering