



# Capability Statement

**Trusted Connections**

[hindmarshplumbing.com.au](http://hindmarshplumbing.com.au)





# Who we are

**Hindmarsh Plumbing has been a trusted provider of commercial plumbing services since our establishment in 1973. We pride ourselves on having the capabilities to deliver safe and hygienic water and gas infrastructure solutions across any project.**

From our early beginnings we have grown into a dynamic and diverse commercial plumbing business, delivering projects across a comprehensive project portfolio. We are a proud South Australian owned and operated business having been involved in some of the most iconic projects undertaken in the state.

Our organisation is structured around three core divisions - construction, water treatment and service - ensuring we provide complete solutions with a whole-of-life approach. Our strengths include, but are not limited to, the installation, commissioning, service and maintenance of gas fitting, mechanical, civil and allied services for the commercial and industrial sector.

Our people are our lifeblood and power our business. We pride ourselves on having a diverse team of highly skilled and dedicated technical experts and professionals. This allows us to continually build on our track record for outstanding project delivery, which has long-standing benefits for our clients and our communities.

We provide employment for more than 140 South Australian plumbers, apprentices and support staff. Our commitment to delivering the highest possible services to clients, as well as combating the prominent skills shortage, is demonstrated by our ability to continually provide internal and external training opportunities across the organisation, including a specific focus on apprentice training.

Our culture is underpinned by a strong safety focus, which is systematically and behaviourally lived and breathed by all team members every single day.

Above all, we pride ourselves on working with you as a true commercial plumbing services partner.

**Hindmarsh Plumbing.  
Trusted connections.**

# Our Promise

**From high-level decision making, to our everyday operations, Hindmarsh Plumbing's shared vision, clear purpose and core values make us who we are. It's in our DNA.**

## Vision

Our vision is to be the most trusted commercial partner to deliver safe and hygienic water and gas infrastructure solutions.

We will be the integral link in complex project delivery by having the most technically capable team of people to build strong relationships with a focus on quality, systems and industry leadership.

## Purpose

**We focus on plumbing so you don't have to.**

Our strong commitment to safety, quality and workplace culture provides a safe and sustainable place for our people to work. This ensures our people are empowered to grow and deliver exceptional outcomes for our clients.

## Company Goals

To be known as the leader in commercial plumbing by building trusted relationships and delivering safe and hygienic solutions now and into the future.

## Core Values

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### Proud

We are proud of our rich company history, our outstanding achievements and our commitment to a safe and sustainable workplace.

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### People Powered

Our valued employees are the lifeblood of our business. We have the most loyal and highly skilled people in the industry powering the highest quality outcomes for our customers, every time.

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### Trusted Partner

We develop long-lasting, transparent and trusted relationships with our clients to ensure we are their preferred partner on every project.

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### Technical Specialists

We specialise in complex project delivery. Our team of expertly trained hydraulic specialists are equipped with unrivalled industry experience and technical capability.

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# People Powered

**Our team is our most valuable asset. Hindmarsh Plumbing is powered by its people.**



Strong leadership and a robust team are essential in our success. We have a dedicated and experienced leadership team that leads by example and has a genuine passion for the industry.

We understand the importance of assembling a great team. Our dedicated, loyal and professional team extends to over 140 staff to provide innovative and specialist project outcomes across a variety of industry sectors.

We are committed to providing the plumbing industry with the highest calibre of plumbing professionals. We are continuously training and up-skilling our staff to ensure they are leaders in the industry and have the skills to provide the best service possible.

We have a dedicated Human Resources team that maintains a best-practice approach to recruitment and selection, induction, training, performance management and reward and recognition. We encourage and value inclusion and equal opportunity.

It is through these practices we enjoy high retention rates and maintain a strong, committed and loyal workforce.







# What we do

**Hindmarsh Plumbing is an award-winning commercial plumbing services company with over 45 years' experience. We deliver safe and hygienic water and gas infrastructure projects across a wide variety of sectors.**

We deliver trusted, technical and innovative solutions with a whole-of-life emphasis. This approach allows us to deliver projects from design stage to installation, to ongoing service and maintenance after project completion. Our profound industry understanding and depth of technical excellence allows us to meet any project challenge and exceed industry best practice.

Our work spans a diverse range of projects across a number of fundamental sectors, with the ability to mobilise resources to any location across Australia.

The organisation is structured around our three core divisions: construction, water treatment and service. This allows us to offer a vast and complementary range of quality services to our commercial and industrial clients.

## Our Sectors

Hindmarsh Plumbing's extensive experience and understanding of our sectors is a point of difference, contributing to our long-standing client relationships.

We have vast experience across these fundamental sectors:

- ▶ Aged care
- ▶ Commercial
- ▶ Defence
- ▶ Education
- ▶ Health
- ▶ Hospitality
- ▶ Industrial
- ▶ Processing facilities
- ▶ Retail
- ▶ Venues



## Construction

Every day our Construction division is involved in projects that enhance the lives of communities across South Australia. We bring our expert knowledge and technical skills, coupled with effective project management practices, and a continued focus on safety to every project we are a part of.

Our Construction division specialises in tailored packages for hydraulic services. With in-house design and drafting, an experienced project management team, and a pool of site managers, the business is well set up to manage major plumbing contracts. In recent times we have completed some of the largest and most technically difficult plumbing projects in South Australia. Equally we have the ability to offer our expertise on smaller projects without compromising on safety or quality.

Our dedicated and highly competent in-house design team is experienced in hydraulic design and coordination. This team works cohesively with the project management team in order to achieve the best results for every project undertaken.

We pride ourselves on our ability to deliver projects from conception to completion. We work with our clients to provide design advice, identify cost-effective solutions, through to installation.

All projects completed by Hindmarsh Plumbing adhere to Australian Standards and the requirements of local authorities.

Every day our Construction division is involved in projects that enhance the lives of communities across South Australia.



### Construction Services

- ▶ Cold water services
- ▶ Hot water services
- ▶ Sanitary ware & tap ware
- ▶ Storm water drainage systems
- ▶ Roof repairs
- ▶ Fire hydrant & hose reel systems
- ▶ Sewer systems including pumps
- ▶ Gas services
- ▶ Leak detection
- ▶ Trade waste services
- ▶ Preventative maintenance
- ▶ Water-saving initiatives
- ▶ Thermostatic mixing valves
- ▶ Backflow preventative devices
- ▶ Warm water systems
- ▶ Legionella and bacteria management
- ▶ Sustainable plumbing
- ▶ Hydrojet

## Water Treatment

Hindmarsh Plumbing's Water Treatment division is a leader in the design, installation, treatment and maintenance of water systems, and specialists in the control of Legionella.

Uncompromised safety, sustainable practices and quality systems underpin our ability to consistently deliver the highest standard of service to our clients. Through innovative techniques, unequalled expert knowledge and a flexible approach, our commitment to excellence is evident on all projects, no matter how big or small.



**Uncompromised safety, sustainable practices, and quality systems underpin our ability to consistently deliver the highest standard of service to our clients.**

### We bring:

- ▶ A team of exceptional individuals offering the very best of experience, technical expertise and geographical reach
- ▶ A comprehensive risk management approach taking into account all contributing factors
- ▶ Technology-based communication and delivery, providing instant access to information, reports and plans, and automatic notification of updates
- ▶ Value-for-money outcomes, focused on whole-of-life considerations that minimise future operational and maintenance costs
- ▶ An impeccable success rate in controlling Legionella and reducing risk within potable water systems.

As experts in the management of potable water disinfections, our team ensures that any bacteria, Legionella colonies and biofilms are controlled within cold, hot and warm water systems. We can:

- ▶ Provide audits of site water reticulation systems to ensure facilities such as hospitals, aged care facilities and schools comply with regulations and Australian Standards
- ▶ Deliver risk management advice and practices
- ▶ Undertake site inspections and testing
- ▶ Design, install and maintain water systems
- ▶ Provide plumbing design and infrastructure services
- ▶ Provide staff education and upskilling for ongoing monitoring of systems.



Our client-centric service approach is outlined below. Regular reporting and open and transparent communication, coupled with our tried and tested site management process, makes us the stand-out choice for your business.



## Service

The highly skilled Hindmarsh Plumbing Service division continually sets the standard of commercial and industrial plumbing services. We strive to provide innovative and cost-effective plumbing solutions to our clients. We are proud of our track record of providing reliable service and maintenance excellence to a diverse range of industries.

The Service division allows the organisation to extend its offer within the commercial and industrial plumbing industry. The division boast a team in excess of 40 qualified plumbers, in addition to our team of apprentices and support staff dedicated to servicing our clients.

This division provides maintenance and prevention provisions after the construction phase. Our services range from small maintenance jobs through to large commercial and industrial projects. Our clients are our top priority and as such we offer 24/7 service.

### We provide installation, modification, maintenance and servicing facets of hydraulic services, including:

- ▶ Water services
- ▶ Hot water services
- ▶ Sanitary ware & tap ware
- ▶ Storm water drainage systems
- ▶ Roof repairs
- ▶ Fire hydrant & hose reel systems
- ▶ Regular client - all hours plumbing works
- ▶ Sewer systems
- ▶ Subcontractors
- ▶ Gas services
- ▶ Underground pipe & services location
- ▶ Leak detection and pipe freezing
- ▶ Install, commission, service & test
- ▶ Trade waste systems
- ▶ Associated works
- ▶ Preventative maintenance

**The highly skilled Hindmarsh Plumbing Service division continually sets the standard of commercial and industrial plumbing services.**



# Our Experience

**We are a proud South Australian owned and operated business having been involved in some of the most iconic projects undertaken in the State.**



## Commercial

**The Adelaide CBD skyline is constantly evolving, and Hindmarsh Plumbing has been a consistent provider of hydraulic construction, service, and maintenance in this space throughout our entire history.**

We pride ourselves on building and maintaining the best tier 1 commercial buildings in Adelaide and understand the underlying requirements for quality in build and constant reliability in operation.



### GPO Exchange

GPO Exchange is a significant landmark project for Hindmarsh Plumbing with the technical aspect of the project being cutting edge in the commercial tenancy space. The 19-storey tower achieved Adelaide's first 5-star NABERS Energy rating, Gold WELL rating, and 6 Green Star rating. The water re-use systems, metering and wellness aspect of the design were all managed as part of Hindmarsh Plumbing's design and construction scope.

Since completion of the project our business has secured the ongoing service contract with Charter Hall.

<b>Client</b>	Charter Hall
<b>Builder</b>	Built
<b>Contract Value</b>	\$4.4M
<b>Location</b>	Victoria Square, Adelaide
<b>Project Timeline</b>	26 months
<b>Completion</b>	October 2019

# Defence

**Hindmarsh Plumbing’s extensive experience in the Defence sector highlights our ability to provide high-quality, program-driven results meeting strict requirements and guidelines across multiple sites.**

Many of our projects for Defence represent our whole-of-life approach with construction leading to selection as main service provider. Major works include Woomera RAAF Base, Defence Science & Technology Group projects, and the Osborne Naval Shipyard.



## Osborne Naval Shipyard

Our business has undertaken 5 different construction projects at the Osborne Naval Shipyard over the past decade, partnering with three Tier 1 contractors – Hansen Yuncken, Built Environs, and Lendlease. Projects include the Submarine Maintenance Support Tower and the Common User Facility.

We have maintained services associated with each of these facilities following construction through to their current operational status.

<b>Service Client</b>	Brookfield Global Infrastructure Services (BGIS)
<b>Contract Value</b>	\$9M
<b>Location</b>	Osborne, SA
<b>Relationship</b>	Ongoing

## RAAF Sites

Hindmarsh Plumbing has continually serviced the South Australian RAAF sites and their associated private sector partners over the past 20 years.

Whilst service models have changed on site from time to time, Hindmarsh Plumbing is proud to have been continually involved by proving itself as a consistent hydraulic service provider.

<b>Client</b>	Ventia (nee Broadspectrum), BAE Systems, Lockheed Martin
<b>Location</b>	Edinburgh, Woomera

# Aged Care

**Hindmarsh Plumbing has established long-term relationships with clients in the Aged Care sector including Helping Hand, Bupa and Estia.**

We consistently deliver Construction and Service provisions to hundreds of homes across our state and around Australia. We understand the complexity of working in facilities where additional factors involving residents and operational functionality must be considered. Our high level of client satisfaction and ongoing relationships are testament to our commitment in this field.



## Helping Hand

Helping Hand has been a trusted client of Hindmarsh Plumbing for over 12 years. During this time we have continually provided service and maintenance support for its hydraulic infrastructure and worked for its chosen construction partners to complete several larger capital works projects including new home construction.

We continue to service all other metro sites including preventative maintenance, water treatment, and provision of water safety risk management plans.

<b>Client</b>	Helping Hand
<b>Location</b>	Various sites across SA
<b>Length of Service</b>	2008 to present

## Bupa

We delivered a large capital project across 72 aged care homes nationwide and collaborated with Bupa to provide service and value throughout each of the project phases. Working closely with Bupa we managed the risks of Legionella and other waterborne bacteria, including the installation and maintenance of permanent chlorine dosing systems, and water safety risk management plans with ongoing internal control measures for water safety.

We are proud to continue to provide these services to Bupa beyond the initial project timeline.

<b>Client</b>	Bupa
<b>Location</b>	Nationwide
<b>Length of Service</b>	2018 to present

# Health

**Hindmarsh Plumbing’s ability to deliver highly technical projects, from design phase through to completion, ensures we are a first-choice project partner.**

The Health sector provides opportunities to showcase our technical skill, through complex laboratory and sterile environment requirements. Our ability to provide expert knowledge and solutions-based outcomes for these niche project requirements has led to Hindmarsh Plumbing’s reputation as an industry leader.



## South Australian Health and Medical Research Institute (SAHMRI)

A highly technical and complex project, SAHMRI was one-of-a-kind for South Australian construction. As experts in REVIT 3D modelling, our role was distinctly focussed on the technical installation and execution of a 3D virtual model into reality. The project included laboratory environments and fumigation requirements, challenged by a limited building footprint.

Hindmarsh Plumbing continues to work with SAHMRI as a service provider for all hydraulic maintenance and repair work.

<b>Client</b>	SAHMRI
<b>Builder</b>	Hindmarsh Constructions
<b>Contract Value</b>	\$5.1M
<b>Location</b>	North Terrace, Adelaide
<b>Project Timeline</b>	36 months
<b>Completion</b>	June 2014

## New Royal Adelaide Hospital

Hindmarsh Plumbing was successful in securing hydraulic and mechanical packages for this project. The scope of works included heating and chilled pipework throughout ICU towers, major plantroom pipework connection to air handling units, fan coil units and condenser pipework to compressors. The project also included the installation of Adelaide’s largest consumer gas main.

Hindmarsh Plumbing continues to work with Spotless as a service provider for all hydraulic maintenance and repair work.

<b>Client</b>	NRAH Facility Services
<b>Builder</b>	CDC Plumbing (hydraulics), BSA (mechanical)
<b>Contract Value</b>	\$13.4M
<b>Location</b>	North Terrace, Adelaide
<b>Project Timeline</b>	30 months
<b>Completion</b>	July 2017

## Facilities and Venues

**The Hindmarsh Plumbing team prides itself on handling the most complex one-off hydraulic facilities in South Australian history.**

When it comes to projects that are technical in nature, a subcontractor needs to provide an extra level of assurance to clients regarding design complexities and quality to ensure the project is delivered with precision and without defect.



### Mayne Pharma Oral Solid Dose (OSD) Production Suite Upgrade

The processing facility for Mayne Pharma included the completion of a world-class Oral Solid Dose (OSD) commercial facility. Hindmarsh Plumbing was engaged by Monaco Hickey, a Victorian-based head contractor specialist, for the delivery of pharmaceutical manufacturing and production suites.

Hindmarsh Plumbing was recommended for delivery of the hydraulic package by Mayne Pharma and has delivered continuous hydraulic services for the site for over 10 years.

<b>Client</b>	Mayne Pharma
<b>Builder</b>	Monaco Hickey
<b>Contract Value</b>	\$422K
<b>Location</b>	Salisbury South, SA
<b>Project Timeline</b>	11 months
<b>Completion</b>	May 2018

### Adelaide Oval Redevelopment

Adelaide Oval is the largest project delivered by Hindmarsh Plumbing to date and included the delivery of over 550 toilet suites and sewer retention for game day events, with a capacity of 300,000 litres and DAF plant to treat trade waste drainage. Leading BIM coordination of trades, our in-house design team successfully coordinated the building services and staged handover program.

Hindmarsh Plumbing continues to work with Adelaide Oval as a service provider for all hydraulic maintenance and repair work.

<b>Client</b>	Adelaide Oval
<b>Builder</b>	Lendlease
<b>Contract Value</b>	\$12.8M
<b>Location</b>	War Memorial Drive, North Adelaide
<b>Project Timeline</b>	24 months
<b>Completion</b>	June 2016

# Education

**Hindmarsh Plumbing has consistently provided construction and maintenance services to the Public and Private Education sectors in South Australia for the past 40 years.**

Educational facilities need to be built to last, with a long life of intensive use being synonymous with winning building design and construction. We pride ourselves on being a subcontractor of choice for education facilities, providing hydraulic systems that are practical and built to provide value over a demanding lifespan.



## Adelaide University Medical & Nursing School

The Adelaide University Medical and Nursing School (AMNS) was designed to support medicine, nursing, and dentistry students as well as University of Adelaide Health Sciences researchers. Hindmarsh Plumbing delivered the initial hydraulic construction with Lendlease as well as working with several contractors since for various specialised fit-out projects, including the School of Dentistry and animal laboratories. We maintain hydraulic services for the University of Adelaide via its Spotless Facility Management agreement.

<b>Client</b>	University of Adelaide
<b>Builder</b>	Lendlease
<b>Contract Value</b>	\$5.6M
<b>Location</b>	North Terrace, Adelaide
<b>Project Timeline</b>	24 months
<b>Completion</b>	August 2017

## Adelaide Botanic High School

The Adelaide Botanic High School project consisted of a new build and the redevelopment of an existing building to form two five-storey towers. The challenges faced during the design and development phases included remodelling the existing building with the accuracy to undertake coordination of services.

The project's successful delivery set a benchmark for future schools due to the open-space learning concept of the building design. Hindmarsh Plumbing continues to work with Adelaide Botanic High School as a service provider for all hydraulic maintenance and repair work.

<b>Client</b>	Spotless
<b>Builder</b>	Lendlease
<b>Contract Value</b>	\$2.5M
<b>Location</b>	Frome Road, Adelaide
<b>Project Timeline</b>	15 months
<b>Completion</b>	December 2018

# Additional Projects

## Major Service Clients

Sector	Facilities	Client	Length of Relationship	Description
Education	All Spotless managed sites	Spotless	12 years	Self-management and delivery of backflow testing, repairs and upgrades across all sites managed under the FMS and University of Adelaide contracts.
Health	All Spotless managed sites	Spotless	12 years	Delivery of maintenance packages for hydraulic systems across multiple major hospitals in metropolitan Adelaide and regional South Australia. Provision of large reactive workforce responding to time-critical call-outs in accordance with Spotless safety standards.
Defence	South Australian Defence sites	Broadspectrum, Ventia	14 years	Carry out emergency breakdown services, operation critical repairs, and asset maintenance across all locations in South Australia including metropolitan and remote sites. 24/7 call-out coverage to assist in maintaining year-round servicing for Defence accommodation, facilities, and assets.
Retail	Coles, Coles Express, Bunnings, Target, Liquorland, My Car Retail stores, Australian Red Cross Blood Service locations	City Facilities Management	12 years	Carry out emergency breakdown services and operation critical repairs across all locations in the Northern Territory and South Australia. 24/7 call-out coverage to ensure minimal disruption to trade and revenue.
Processing Facility	Adelaide Poultry / Baiada	Baiada Poultry	8 years	Carry out 24/7 breakdown maintenance and service upgrades. Works often planned for after-hours or night to ensure operating schedules are not compromised.

## Major Construction Projects

Sector	Project	Builder	Contract Value	Description
Hospitality	Multiple resorts in Uluru	Voyages Indigenous Tourism Australia	\$6M+ over last 8 years	Multiple scopes of work in Uluru and Kings Canyon with a focus on employing and engaging the local community and resources throughout delivery.
Industrial	Adelaide Desalination Plant & Associated Infrastructure	Built Environs, McConnell Dowell, Lendlease	\$7M	Installation of mine pipelines to pumps and seawater pipelines in conjunction with Adelaide Aqua, including pipelines within under seafloor tunnel for discharge of salination deposits. Project spanned approx. 18 months.
Pharmaceutical	Mayne Pharma Oral Solid Dose Production Suite Upgrade (OSD)	Monaco Hickey (Probuild)	\$380K	Mayne Pharma's Oral Solid Dose Facility located in Salisbury. Included underground trade waste drainage, trade waste tanks, pump stations, cold/hot water supply and compressed air.
Retail	Ikea, Adelaide	Hansen Yuncken	\$900K	Installation of infrastructure services for the provision of the retail fit out.
Retail	Coles, Darwin NT	Sarah Constructions	\$900K	Coles fit out, including provision for butcher shop facilities delivered as a remote works project in Darwin. Preventative and reactive maintenance still provided across all South Australian and Northern Territory Coles sites via City Facilities Management contract.
Retail & Residential	Hot Water Plant Upgrades & Maintenance	Origin Energy	\$500K+ over 5 years	Plant installations across more than 25 South Australian sites. Followed by 24/7 reactive maintenance as well as preventative maintenance across all sites.
Defence	Common User Facility	Built Environs, McConnell Dowell (joint venture)	\$1.5M	Site infrastructure for the Common User Facility (CUF). Included delivery of waste water infrastructure, seawater pipelines, and industrial gases.
Defence	Osborne Naval Shipyard	Lendlease, Australian Naval Infrastructure	\$3.5M	Inground hydraulic services and industrial gas infrastructure, including design coordination for inground service trades.



# Our high standards

**We hold ourselves accountable to upholding the highest level of standards.**

Our commitment to project delivery is evident in all facets undertaken by our dedicated team. Consistent and uncompromised safety and quality systems allow us to deliver the highest standard of plumbing services.

Our unequalled expert knowledge, additional training and reliable internal systems allow us to ensure that our commitment to these standards is upheld on all projects.

## Safety, Quality and Environment

We are committed to the highest safety, quality and environmental standards through certification and continual improvement.

- ▶ Safety - ISO 45001:2018 third party certified
- ▶ Quality - ISO 9001:2015 third party certified
- ▶ Environmental - ISO 14001:2015 third party certified







## Safety

At Hindmarsh Plumbing we are committed to the health, safety and welfare of employees, apprentices, contractors, customers and the public who may be affected by our work. It remains at the forefront of our operations.

In order to maintain our commitment we:

- ▶ Continuously improve our Safety Management System across the business
- ▶ Promote active participation in health and safety through consultation and communication
- ▶ Actively pursue the identification of all hazards with a view to elimination or management to the lowest practical risk level
- ▶ Ensure that all activities we undertake as a minimum comply with the relevant legislation of the States and Territories
- ▶ Identify, communicate and monitor health and safety objectives, targets and performance measures at all levels within the business
- ▶ Foster a culture where employees and contractors are aware of the hazards around them, and work in a manner to reduce risk
- ▶ Ensure all staff members are appropriately trained.

We are ISO 45001:2018 third party certified.



## Quality

We understand that our clients have an expectation that all goods and services adhere to their specific requirements.

We endeavour to meet and exceed these expectations.

Management has established quality objectives, which are measurable and consistent with the Quality Policy, including:

- ▶ Commitment to continual improvement
- ▶ The provision of a high level of service, achieving customer needs and expectations through the provision of quality service and products, cost efficiency and delivery within a reasonable timeframe.

We are ISO 9001:2015 third party certified.

## Environment

Hindmarsh Plumbing is committed to best practice environmental management in all aspects of our operations and we regard the management of the environment as an integral element of our business.

In all our operations we make a commitment to:

- ▶ Identify and manage significant environmental impacts and risks
- ▶ Work proactively with all levels of government, regulatory agencies, our clients and other community stakeholders to enable environmental issues to be addressed at an early stage of operation
- ▶ Encourage all employees and subcontractors to take personal responsibility for environmental issues in which they operate, thereby building a strong environmentally aware business culture.

We are ISO 14001:2015 third party certified.

## Industrial relations

We are proud of our impeccable industrial relations record and comply with the National Code of Practice for the construction industry and its guidelines.

## Insurance

We maintain insurances at the required levels to take on any project including:

- ▶ Public Liability
- ▶ Professional indemnity
- ▶ Industrial special risk
- ▶ Contract works
- ▶ Motor vehicle
- ▶ Contractors plant and equipment

## Licences and registrations

We maintain the following licences and registrations to deliver projects of the highest standard.

- ▶ Builders contractor licenses for SA, NT, NSW, WA, QLD and TAS
- ▶ Workers compensation registrations
- ▶ Pre-qualified for the Department of Transport, Energy and Infrastructure (DPTI): Trade Contractor – Plumbing – Level P3
- ▶ SA Water corporation accreditation for Sewer and Water infrastructure
- ▶ Achilles Supplier Registration: 110367



# Our advantage

We go above and beyond to set ourselves apart from the competition.

## Apprenticeship Programs

**Apprentices are our future** – so we want the best!

Hindmarsh Plumbing understands the future of the company lies in the future of the people it trains and employs. That is why we are passionate about providing outstanding apprenticeship programs and opportunities.

We actively seek workforce diversity and apprentices who represent our community. We have partnered with TAPS, Master Plumbers and Peer over the last decade to achieve this milestone.

**Your  
future  
is our  
future.**



The number of our female tradespeople has **doubled** in the past 2 years

**90%**

On average each year we are able to offer paid employment to over **90% of apprentices**



## Indigenous Employment

Hindmarsh Plumbing is passionate about Indigenous opportunities and engagement.

That is why we are dedicated to our **'Close the Gap'** initiative by offering career pathways and opportunities for Indigenous people through our alliances with indigenous recruitment providers.

We're helping to transform lives by providing job security and creating a diverse and inclusive workforce.



**x3**

In the past 2 years  
our **Indigenous staff  
numbers have tripled**  
(includes tradespeople  
and apprentices)



## Environmental Footprint

We aim to protect the natural environment for future generations and acknowledge the relationship between the land on which we work and the Indigenous people.

We recognise the construction industry can have a significant impact on the environment and are committed to conducting our activities in an environmentally responsible manner and know every little bit helps in reducing our environmental footprint.

We adopt a number of important initiatives and partnerships across the business. These include:

- ▶ Our partnership with '15 Trees' (15trees.com.au) to carbon offset our fleet of 40 vehicles and minimise our carbon footprint
- ▶ Seeking to improve industrial recycling across the entire business which includes: batteries, metals, plastics, cardboards, PPE, ink cartridges, and timber
- ▶ We have been working with PhoneCycle (phonecycle.com.au) since 2019 - an organisation that collects damaged or outdated mobile phones and iPads. These devices are repaired and resold and any resale value is donated to the Australian Conservation Society. Any items unsuitable for resale are recycled locally with certified partners.

## Community Involvement

Hindmarsh Plumbing cares for the communities we operate in.

Our people regularly donate their time to local causes and initiatives, while at a corporate level we provide financial support, skills and resources to a wide range of organisations that are strengthening our communities. Through our partnerships we support wellbeing, diversity, the environment, education and innovation.

Some of these important charity involvements include:

- ▶ Helping Hand Dementia Scholarship
- ▶ Living Without Limits
- ▶ Can:Do 4 Kids – Can:Do Caper
- ▶ Cancer Council Australia – Australia's Biggest Morning Tea
- ▶ Movember – awareness of prostate and testicular cancer and mental health
- ▶ Ronald McDonald House
- ▶ CARA Respite Care House.

# Our recognition

**We are proud of the many accolades our business has achieved during its history.**

## **Our awards include:**

- ▶ Plumbing Industry Association SafeWork SA Large Employer Award 2008, 2011, and 2012
- ▶ Plumbing Industry Association Best Commercial Plumbing Contractor Award Winner 2006, 2008, 2011 and 2012
- ▶ High Commendation from SafeWork SA for our Safety Management System 2011
- ▶ Finalist in the SafeWork SA awards for our Safety Management System 2013
- ▶ TAPS Best Host Employer Safety Awards 2009, 2011, 2012 and 2013
- ▶ Master Builders Association Excellence in Services Award 2009, 2012 and 2017
- ▶ APS Excellence in Safe Work Practices 2017
- ▶ Master Builders SA Business Excellence Award for Commercial Services 2021.





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