

ANZ National Green Branch

Client: The National Bank Blockhouse Bay

Contractor: Format Interiors

Architect: ASC Architects

Publication Date: January 2009

Region: Format Interiors

Sector: Retail

Total Project Value: \$1.5m

Project Construction Timescale: Dec 2007 to July 2008

Form of Contract: NZIA SCC1



New Zealand's first 'Green Branch' demonstrates that incorporating 'Green' principles can be simple

This Pathfinder Project is evidence that you don't need to wait on a rating system to adopt green initiatives. With the willingness of the whole team, a multidisciplinary approach and greater front end planning it is easy to incorporate sustainable features into your next project.

Background

The Senior Project Manager, Ben Eitelberg saw an opportunity to do something different when the ANZ National Bank's decided to build a new Branch at Blockhouse Bay.

This was the bank's first new building in over 10 years and *"sustainability was the route to go as it coincided perfectly with the Bank's commitment to becoming carbon neutral by 2009"*, explained Ben. This decision resulted in the new base build incorporating as many economically viable ESD features as was possible.

Successful Outcomes

In addition to the regular key performance measures of cost, time and quality, community outcomes were treated with high importance as was the necessity to have the right team in place, working well together. This pathfinder Project is a good example of what can be achieved by using a preferred supply team in an integrated manner.

Selecting the right team

Bringing the right team together was key to achieving a sustainable outcome. The client has a longstanding relationship with ASC Architects. They selected Format Interiors, a preferred contractor, who in previous projects showed their commitment to sustainability through their own initiatives around waste management and their involvement in green housing projects.

LEED Certified architect, Dean Shweddy who was the Project Architect and Jacques de Lange, the Contractor, openly brought their knowledge and expertise in their areas to the table.

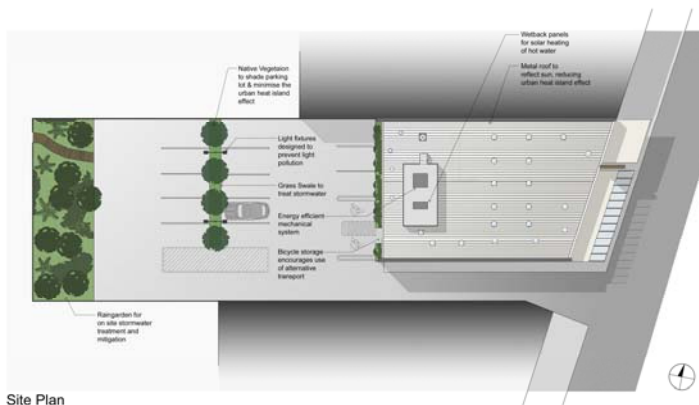
The team quickly found that there was no Green rating tool specific to retail in NZ or equivalent model overseas.

Rather than stop there, the Client gained assistance and support from Georgia Myers, National Sustainability Manager at Jones Lang La Salle and with the help of the team the brief for the project evolved.

Connell Wagner was added to the team, specially for their expertise in integrating sustainable features with water use and ventilation, even though not a regular supplier for the Bank. The majority of the supply chain were established long term suppliers for the Bank.



Senior Project Manager and CCG Steering Group member, Ben Eitelberg proudly demonstrates just one of the the branch's recycling activities.



Site Plan



Site Section

Site Plan and Section showing some of the ESD features

The Team's willingness to work together

The Client realised the need to make changes to the procurement and delivery process to reflect the multidisciplinary nature of sustainable building. To this end, the Contractor was brought on board during documentation to help in the design decision process. Ben understood the need for greater levels of documentation and detail that was required to be resolved at an early stage. This was fully supported by both the Architect and Contractor. *"I think it is essential that sustainable buildings require a more multidisciplinary approach, because everything is so interrelated"* Graeme Scott, Architect.

This had an additional benefit of creating a strong team ethic and meant that when challenges arose during construction, everyone was committed to finding a solution as a team. *"If people made a mistake we actively pursued ways to correct it. We all worked to a common goal of achieving a good quality project"* Jacques de Lang, Contractor.

Relationships with established suppliers create a win-win outcome

The Client typically employed established suppliers who benefit from this arrangement with regular income and work. In view of this long-term relationship the Client proposed that suppliers investigate and contribute to achieving a sustainable building at no additional cost to the Client. In return, the suppliers could use this as an opportunity to research, trial new product, and then market it. Two key examples were the cabling company, who installed an environmentally friendlier data cabling, even though the cost to the cable company was higher. In addition, the signage company researched and installed LED exterior signage for the bank – their first.

Community Involvement

Active involvement with the local community informed and updated the locals during construction. This helped the community accept the impact of the building work and the changes that incurred as a result. *"We worked hard in getting the community to understand what we were doing. As a company we involve ourselves in being more than just a builder"* Jacques de Lange, Contractor.

This was fully supported by the Client and shows that sustainable practice went beyond environmental and started to embrace a wider vision by incorporating social sustainability into the team's practice.

Key Client Actions

This project demonstrates a number of areas where the client showed leadership and made key but simple changes to the procurement and delivery process to achieve the desired outcome of new ideas resulting in a sustainable branch. These included:

- **Client leadership:** The Client drove the decision towards creating a sustainable building.
- **Selecting the right team:** The Client realised the importance of selecting the right team, particularly the Architect, Contractor and specialist Engineers who were all interested in achieving a sustainable outcome.
- **Keeping it simple:** A key Client driver for success.
- **Regular site meetings:** Where the Client was always part of the decision process
- **Early Contractor Involvement:** Realising and changing the process to include the Contractor's input into the design phase.
- **Detailed Planning upfront:** The Client understood that sustainable buildings require greater detail at the front end of the project.
- **Buy-in from the operations team:** The client achieved buy-in from potential staff members, who were aware that they would have to operate in a different environment. The staff have been very supportive and shown a willingness to change their behaviour and adapt to the different sustainable practices adopted.



The completed branch Interior

Summary of Benefits

This project demonstrates that strong client leadership, a central and inspiring goal, (Green Branch) engaging a team of preferred suppliers and integrating them around the product, i.e. the branch directly and indirectly impact upon not only the common drivers of Time, Cost, Quality and Health and Safety but also push beyond these basic requirements to enable the project to achieve improved whole of life costs, environmental and community impact.

Lessons learned

As in all projects, there are always aspects which can be improved and which the team can take on board for future projects. Key lessons to take forward from this project have been identified as:

- **The right skills:** It is important for the team to ask the right questions, especially when adopting innovative practice. This also means making sure that the suppliers have the right skills. For example, the lighting company, an established supplier implied that the design of the integrated daylight and artificial lighting was considered and achievable, but when it came to installation, difficulties were encountered and the whole team had to work hard to make it work. This situation highlights that it is important when doing something which is different to the norm, in choosing your preferred supplier, you need to be sure that they have the necessary skills. This may mean that they partner with another supplier or are able and willing to invest in R & D.
- **Integrated team planning:** It is advisable to have relevant supply chain involved in the forward planning
- **Community outlook:** The role of the builder is extended beyond building toward social involvement, particularly in small communities
- **Integrate sustainable practice:** According to the Contractor, the best way to begin integrating sustainable practice starts with your own housekeeping. The first steps are to minimise waste, address inefficiencies, make simple decisions to minimise energy, careful material selections and support and work with like-minded people
- **Achieving Quality Standards:** Learning that you can do things a little different and break 'retail rules', especially when you aim to create a better outcome. It is important to sell your story and inform people why you are breaking the rules as they are more willing to actively support it.



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Possible improvements

- Prior to construction spend more time on reviewing the detailed documentation with all the key parties involved.
- Start at an earlier stage to meet the locals to gain greater acceptance within the community. This is particularly important in a small community. The team did do this, but it could have started earlier. One suggestion was to set up a very basic web base communications record of the construction progress and impact to the community.
- Greater emphasis on the supply chain on delivering the work without remedial.



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