

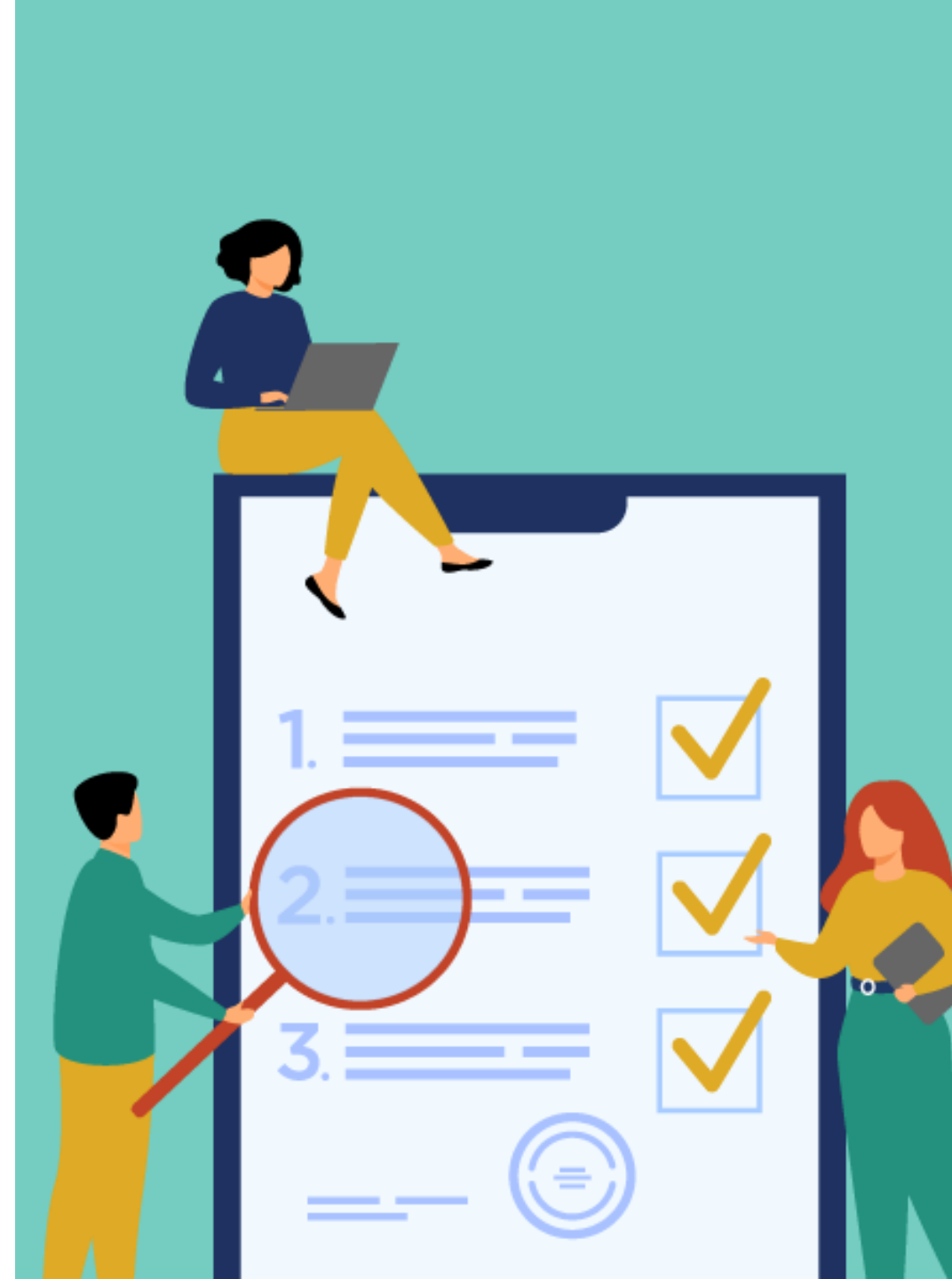
# CAPABILITY STATEMENT

2023



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# WHY WORKPLACES CHANGE



## Workplace is a catalyst for cultural change.

A successful workplace strategy defines the ideal solution to enhance culture, productivity, innovation, sustainability and cost efficiency.

Our approach to workplace strategy ensures our clients' workplaces are flexible to accommodate fluctuations in headcount, projects and contractors easily without changing the physical space now and into the future.

Even if the organisation considers themselves flexible, there is nearly always an identified and costed technology uplift to enable new ways of working.

New ways of working not only create property savings but also address and enable key business strategies – breaking down silos and fostering a more innovative and collaborative workforce.

Presynct offers an evidence-based, data-driven approach to workplace supports your people and your vision for the organisation.

We recognise that every organisation is different. Modern workplace concepts are not one size fits all. Effective workplace strategies align with organisational values and cultural aspirations.

# HOW WE WORK



We shape brilliance.

We shape workplaces to nurture brilliance. Brilliance can only be achieved with the right tools in the right environment where people are free to work, think, feel and move in ways that come most naturally to them. Our workplace transformations ultimately lead to better work outcomes and efficiencies.

The success of your organisation relies on your people. Employees who feel valued, supported, trusted and empowered are the very employees who will deliver and elevate your business. When making decisions about the workplace, decisions that impact your people, we recognise that everyone matters.

Our approach to workplace strategy and change is to harnesses that philosophy. Engagement with people from all areas of the business ensures everybody is given the opportunity to have a voice.



## COMPLETE SOLUTION

With seamless transition from workplace strategy, design, workplace change and project management, Presynct provides a wholistic solution to shaping a brilliant workplace.

## DATA-DRIVEN RESULTS

Presynct are independent. We provide unbiased and informed recommendations so you can leverage workplace strategy and change to transform your organisation.

## PASSION AND CARE

We care about your business and your people. We shape workplaces around your people, not the other way around. The space is for your people; therefore it should be guided by your people.

# OUR VALUES



Through workplace, we're committed to uplifting organisational culture, employee wellbeing and satisfaction.

Presynct are workplace strategy and change specialists driven to make a positive difference to people's working lives through our passion for workplace design, technology and change. We have consciously worked to create a positive environment that supports our team and allows us to deliver the best to our clients. At Presynct we follow 4 simple rules:



## MAKE IT FUN

We don't take ourselves too seriously and look for innovative, fun and creative ways to work with our clients to maximise meaningful engagement.



## LOVE WHAT YOU DO

We love our clients and want to bring their workplace to life by positively impacting the business, their people and the organisation's culture.



## BE YOURSELF

We genuinely care. We want to see the best outcome for you and your people. We are aware of our own and others' emotions, and can handle interpersonal relationships judiciously and empathetically. We make friends out of our business not business out of our friends.



## WALK THE WALK

We are a determined bunch. We get the job done. We work hard to deliver on our commitments. We do this with a smile, always.

# COMPANY DETAILS



## EXPERIENCE

We have collectively over 50 years experience and while Change Solutions Group has been operating for 10 years, we registered Presynct as our trading name 5 years ago.



## TRIBE

We have 7 employees ranging from casual to full time. The subcontractors that we use primarily work with us.



## STRUCTURE

We are an Australian Proprietary Company. We have a sole director who is also the Company Secretary.



## OFFICES

We value our positive culture and flexible way of working. Our team works flexibly from home, in the Presynct office and client sites as required.



## LOCATION

We live in Brisbane but travel to Perth, Sydney and Melbourne for our existing clients. As we expand, we look to hire interstate.

# WHAT WE DO



We are niche. Workplace strategy and change is our speciality.

Successful workplace strategies take a holistic approach and do not consider any one element in isolation. We partner with industry experts to deliver the best results for items that fall outside of our scope.

## STRATEGY



**IDEAL OCCUPANCY MODEL**  
New ways of working concepts, workplace design, utilisation efficiency, collocation strategies and zoning. Input to site selection and test fits.



**REQUIRED TECHNOLOGY**  
Desktop technology, AV and virtual networks to enable mobility, meet and connect.



**CHANGE APPROACH**  
The activities, sequence, messages and engagement and support for the transition.



**CONCEPT DESIGN**  
Test fit, confirmation space can meet functional needs.



**FINANCIALLY VIABLE**  
Comparative model demonstrating financial case for optimal accommodation

## CHANGE



**DETAILED DESIGN**  
Layouts, furniture, finishes, elevations, ergonomics.  
*partner / outsource*



**CHANGE**  
Delivery of change management, communications and post move support.



**CONSTRUCTION**  
Fitout, fixtures, fittings and furniture.  
*partner / outsource*



**MOVES**  
People, equipment, technology.  
*partner / outsource*



**IT INSTALL**  
Desktop, IOC, audio-visual, security.  
*partner / outsource*

# OUR APPROACH | STRATEGY



We don't know the answer yet, but together we will figure it out. We are experts in workplace, but you are the experts in what you do.

To realise the full benefit from any space, it needs to be designed for the end-user. We help to influence that from the workplace strategy through to post transition activities. We're passionate about engagement to ensure the workplace transition successfully achieves its goals and is a space that helps people to do their best work. We engage directly with your people throughout the entire process.

## PHASES OF A PRESYNCT STRATEGY

### 1. INVESTIGATE

Time taken to fully understand your organisation, your people, your values and vision.

### 3. EVALUATE

The research, data and our experience produce insights and workplace options that inform the change approach and enable your business to make informed decisions.

### 2. UNDERSTAND

A variety of engagement activities allow your people to imagine what it could be and influence the future workplace.

### 4. ALIGN

We inform and continue to influence the design, operations and business to ensure the workplace strategy supports the vision and aspiration.



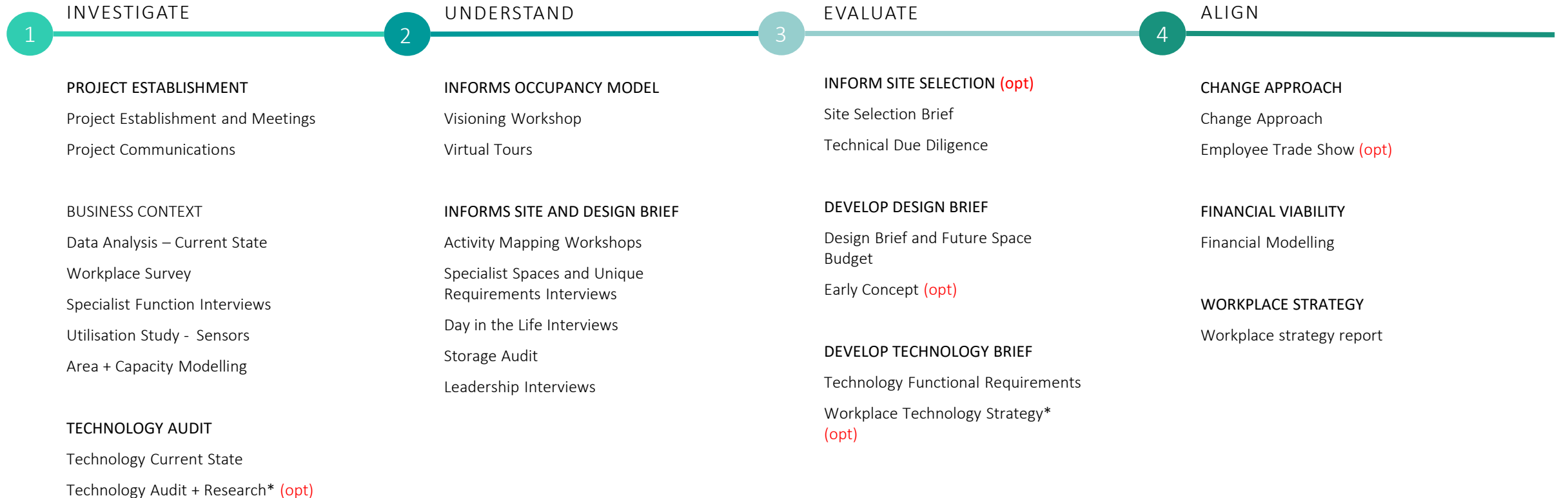


# OUR PROCESS: STRATEGY



Our strategy process is structured and comprehensive to deliver results efficiently and effectively.

While this process is tested and proven, we understand that each organisation has different needs, and we have adjusted it to target your specific requirements. Items marked by \* will be completed by Aston.

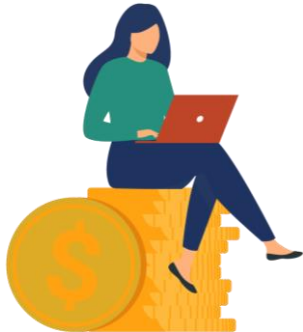


# CASE STUDY | STRATEGY



## Government Department Queensland - CBD Accommodation Strategy

Presynct successfully delivered the CBD accommodation strategy to help large Queensland government department consolidate three workspaces accommodating 2,011 employees and operating as traditional open plan spaces into two workspaces supported by new ways of working, demonstrating \$140M of savings in leasing and churn costs over the next 12 years whilst supporting significant improvements to organisational culture and effectiveness.



**\$140M**

\$140M saving over the next 12 years when compared to retaining the current occupancy model (assuming the department remains in the two advised workspaces).



**\$40M**

An upfront cost of \$40M is required to uplift 100% of the technology, pay for 100% of the fit out, rent swing space and support the change to achieve new way of working.



**4 YR**

The cost of \$40M is incurred upfront, however will be recovered in savings after 4 years from today (2 years from occupying the space).

### COST AND SAVINGS BREAKDOWN

RENT	CHURN	TECHNOLOGY	FIT OUT	CHANGE
<b>\$163M</b>	<b>\$16M</b>	<b>\$4.5M</b>	<b>\$33.5M</b>	<b>\$0.8M</b>
saving	saving	cost	cost	cost



# OUR APPROACH: CHANGE



Our change approach addresses the physical, virtual and behavioural changes that underpin a new way of working and influence workplace culture.

We take a highly interactive approach to ensure all employees are engaged throughout the journey to support early adoption and acceptance of the change, developing ownership of the new working environment.



## HOW PRESYNCT APPROACHES WORKPLACE CHANGE

### 1. SENSE OF COMMITMENT

Employee engagement and authentic, transparent communication is key. We develop a sense of commitment by clearly outlining the change approach, the end-state and delivering on it – without the jargon.

### 3. FOCUS ON DECISIONS

Communications and engagement efforts are centered around decisions, concerns and milestones that directly relate to achieving the best outcome for your workplace and people. This demonstrates that we listened and care for your people.

### 2. ENGAGE WITH PURPOSE

We create opportunities throughout the change journey for employees to be involved in workplace decisions that impact them. Afterall, the success of the new working environment is dependent on your employees.

### 4. CHALLENGE THINKING

Why go with the status quo? We actively challenge you and your people to work through scenarios to develop solutions that best support and align with your workplace vision and aspirations.

# OUR APPROACH: CHANGE



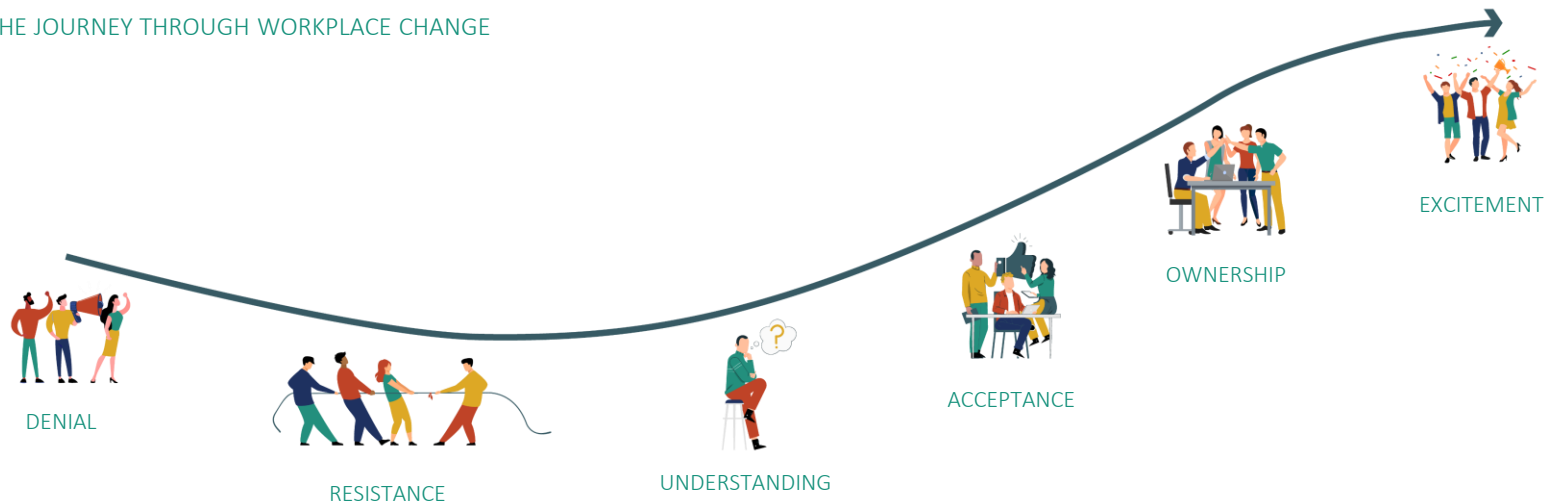
## CHANGE MANAGEMENT

In any workplace change, whether a change of location, a new physical environment, technology uplifts and/or new behaviours, the shift is viewed differently by different people. Some see it as an opportunity for a new and improved space that better supports the way the organisation works, while others see it as a disruption that presents new barriers to the way they work. Therefore, there are varying degrees of *buy-in* to the workplace change.

Our goal is to leverage those who automatically buy-in as advocates for the change and focus the approach to support the remaining employees to buy-in over time. We recognise that as the leaders of an organisation make key workplace decisions, employees will move backward and forward through stages of the change curve, therefore transparent decision making, and ongoing communications and engagement is critical.

Our change approach supports employees through the transition to shift views by developing a sense of ownership of the future workplace. This is achieved by actively engaging with employees to understand how they work now and determine how they will work in the future to influence workplace design and shape behaviours. Understanding and acceptance of the workplace change is built through clear communication about the purpose and plan. A collaborative approach helps to make the transition as *easy* as possible by supporting you to develop the new norm through effective engagement: discussion, communications and training.

## THE JOURNEY THROUGH WORKPLACE CHANGE



## OUR APPROACH WILL:

- Create a sense of commitment by clearly outlining the approach and delivering on it
- Engage with purpose by creating opportunities for employees to get involved in workplace decisions that concern and impact them
- Focus communications and engagement efforts around decisions, concerns and milestones to demonstrate we have listened and that we care for you and your people
- Challenge and support the decision makers to understand all viable options for key workplace choices.

## CHANGE APPROACH IS BASED ON:

- **CHANGE IMPACT ASSESSMENT:** Understanding the impacts of the workplace change
- **EMPLOYEE CONCERNS:** Addressing concerns raised through engagement touchpoints
- **KEY DECISIONS:** Outlining key decisions and how employees will be engaged.

# APPLIED CHANGE THEORY



Presynct's approach to change management is underpinned by 12 change management theories that are applied to connect to the workplace change experience, employee impacts and reactions, and the journey through the transition. By integrating change management theories with the workplace change approach employees better understand and manage their own mindset and reaction to change. An example of some of the change management theories applied are SCARF, conscious leadership – 100% responsibility and above and below the line, social norms and group influence, ADKAR change model, stress curve, five stages of grief.

## SCARF

The premise of the SCARF model is that the brain—as constructed over time—makes us behave in certain ways, which are to minimise threats and maximise rewards.

The SCARF model involves five domains of human social experience:

- Status is about where you are in relation to others around you
- Certainty concerns being able to predict the future
- Autonomy provides a sense of control over events
- Relatedness is a sense of safety with others
- Fairness is a perception of impartial and just exchanges between people.



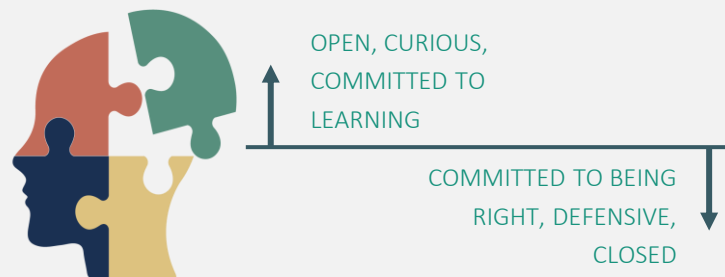
## CONSCIOUS LEADERSHIP

### 100% RESPONSIBILITY

- Understanding that the success of the project is everyone's responsibility, ending blame and taking responsibility for the outcome.

### ABOVE AND BELOW THE LINE

- The concept of above the line and below the line is one of the most fundamental concepts in conscious leadership.
- Below the line leadership occurs when a leader is closed, defensive, and committed to being right. On the contrary, above the line leadership occurs when a leader is open, curious, and committed to learning.



## SOCIAL NORMS + GROUP INFLUENCE

Social norms are rules of behaviour. They inform group members how to construe a given situation, how to feel about it, and how to behave in it. They exert social influence on group members by prescribing which reactions are appropriate, and which are not. (Abrams, Wetherell, Cochrane, Hogg, & Turner, 1990)

## ADKAR

Based on the understanding that organisational change can only happen when individuals change and there is a set of goals to reach – awareness, desire, knowledge, ability, reinforcement.



# EXAMPLE PROCESS



Our change approach means we are confident employees will not only accept but take ownership and continue to improve the new way of working.

While this process is tested and proven, we understand that each organisation has different needs, and we can tailor a proposal to target your specific requirements.



# PRESYNCT EXPERIENCE



## HOUSTON

CHEVRON\*  
Stakeholder Management +  
Workplace Change Delivery  
10,000 people  
2.2M square feet

## NATIONAL

APA  
Workplace Strategy Delivery  
2000 people

NATIONAL AAMI RETAIL DISTRIBUTION  
CLOSURE PROGRAMME\*  
Strategy + Delivery

NATIONAL APIA RETAIL REDESIGN\*  
Design Management  
Strategy + Delivery

NATIONAL SUNCORP BANK STRATEGY  
DELIVERY\*  
Closures, relocations and new stores  
Lease Transaction Management,  
Design Management + Delivery

## DARWIN

APA  
Workplace Change  
50 people

## PERTH

PERPETUAL  
Workplace Change Delivery  
329 people

CHEVRON  
Stakeholder Management +  
Workplace Change Delivery  
2,500 people

CAPRICORN  
Workplace Strategy Delivery  
(Lite)  
400 people

## MELBOURNE

SWINBURNE UNIVERSITY\*  
Workplace Change Delivery  
70 people

MONASH UNIVERSITY\*  
Workplace Change Delivery  
500 people

KPMG\*  
Workplace Change  
Delivery  
2,000 people

EMPLOYSURE  
Workplace Strategy +  
Change Delivery  
200 people

VICTORIA UNIVERSITY  
Workplace Strategy +  
Change Delivery  
In progress  
60 people

## BRISBANE

QLD HEALTH  
Workplace Strategy +  
Change Approach Development  
5,000 people

QLD HOUSING AND PUBLIC WORKS  
Workplace Strategy + Change Delivery  
2,000 people

TRANSPORT AND MAIN ROADS  
Workplace Strategy + Change  
Approach Development  
3,786 people

BHP  
Workplace Change  
Ways of Working On-site Delivery  
2,000 people

BANK OF QUEENSLAND  
Workplace Strategy + Change  
Approach Development  
1,350 people

AURIZON  
Workplace Strategy + Change  
Approach Development (Brisbane,  
Gladstone & Rockhampton)  
1,000 people

TRANSPORT AND MAIN ROADS\*  
Workplace Change Delivery  
2,016 people

KPMG\*  
Workplace Change Delivery  
700 people

THIESS  
Workplace Change Delivery  
500 people

APA  
Workplace Change Delivery  
700 people

VIRGIN AUSTRALIA  
Workplace Strategy + Change  
Approach Development  
300 people

GBRMPA  
Workplace Strategy + Change  
Approach Development  
250 people

QUEENSLAND AUDIT OFFICE  
Workplace Strategy + Change Delivery  
200 people

EMPLOYSURE  
Workplace Strategy + Change Delivery  
200 people

SUNSUPER\*  
Workplace Strategy + Change  
Approach Development  
1,155 people

UNITINGCARE  
Workplace Strategy + Change  
Approach Development  
580 people

FRASER COAST CITY COUNCIL  
Utilisation Study  
200 people

BGW GROUP  
Workplace Strategy + Change  
Approach Development  
100 people

CAA  
Workplace Strategy + Change  
Approach Development  
80 people

LIFETECH  
Workplace Strategy + Change  
Approach Development  
50 people

YOURTOWN  
Workplace Strategy + Change  
Approach Development  
300 people

QBUILD  
Workplace Strategy + Change  
Approach Development  
300 people

STOCKLAND  
Workplace Change Delivery  
200 people

ILUKA  
Workplace Change Delivery  
250 people

CROSS RIVER RAIL  
Workplace Strategy + Change Delivery  
250 people

QBCC  
Workplace Strategy + Change Delivery  
(Brisbane & Gold Coast)  
700 people

POWERLINK  
Workplace Uplift Change Delivery  
1,400 people

POWERLINK  
Workplace Interim Sharing  
Workplace Strategy + Change Delivery  
1,600 people

SUNCORP\*  
Workplace Strategy + Change Delivery  
5,772 people

HASSELL  
Utilisation Study  
120 people

DEPARTMENT OF CHILD SAFETY,  
YOUTH AND WOMEN  
Workplace Change Delivery  
1300 people

DEPARTMENT OF SCIENCE,  
INFORMATION TECHNOLOGY AND  
INNOVATION  
Workplace Change Delivery  
1300 people

SUNCORP GROUP BRISBANE –  
BRISBANE PORTFOLIO  
CONSOLIDATION 1.0\*\*  
Multisite Consolidation  
Relocation Management + Change  
Delivery  
6,000 people

SUNCORP GROUP BRISBANE –  
BRISBANE PORTFOLIO  
CONSOLIDATION 2.0\*\*  
Consolidation  
Strategy + Change Development  
Relocation Management  
900 people

SUNCORP GROUP BRISBANE –  
BRISBANE PORTFOLIO  
CONSOLIDATION 3.0\*\*  
Consolidation  
Strategy + Change Development  
1,200 people

SUNCORP GROUP BRISBANE –  
BRISBANE PORTFOLIO  
CONSOLIDATION 4.0\*\*  
Workplace Strategy + Change Delivery  
5,722 people

PUBLIC TRUSTEE  
Workplace Change Delivery  
350 people



## SYDNEY

BANK OF QUEENSLAND  
Workplace Strategy Delivery  
550 people

LIFE WITHOUT BARRIERS  
Workplace Change Delivery  
120 people

AURIZON  
Workplace Strategy Delivery  
(Newcastle)  
44 people

APA  
Workplace Change Delivery  
In progress

PERPETUAL  
Workplace Change Delivery  
150 people

NSW TAFE  
Workplace Strategy Delivery  
27,740 people

CONCEPT STORES DESIGN\*  
Parramatta & Carindale QLD

FLAGSHIP STORES DESIGN\*  
Pitt St, Sydney CBD  
Gold award in 2017 Sydney Design  
Awards  
Lease Transaction Management  
Design + Construction Oversight

## NEW ZEALAND

SUNCORP GROUP NEW ZEALAND – CHRISTCHURCH  
CONSOLIDATION + RELOCATION PROJECT\*  
Workplace Strategy + Change Approach  
Development

SUNCORP GROUP NEW ZEALAND – AUCKLAND  
CONSOLIDATION PROJECT\*  
Workplace Strategy + Change Approach  
Development

\*These engagements were completed by our consultants prior to joining or exclusive of Presynct.

\*\*Detailed project information for Suncorp Group available in Maria's profile on page\*\*.

# PRESYNCT STRATEGY + CHANGE TEAM EXPERIENCE



**LISA COPLAND** | Head of Workplace Strategy and Change  
*Employee*

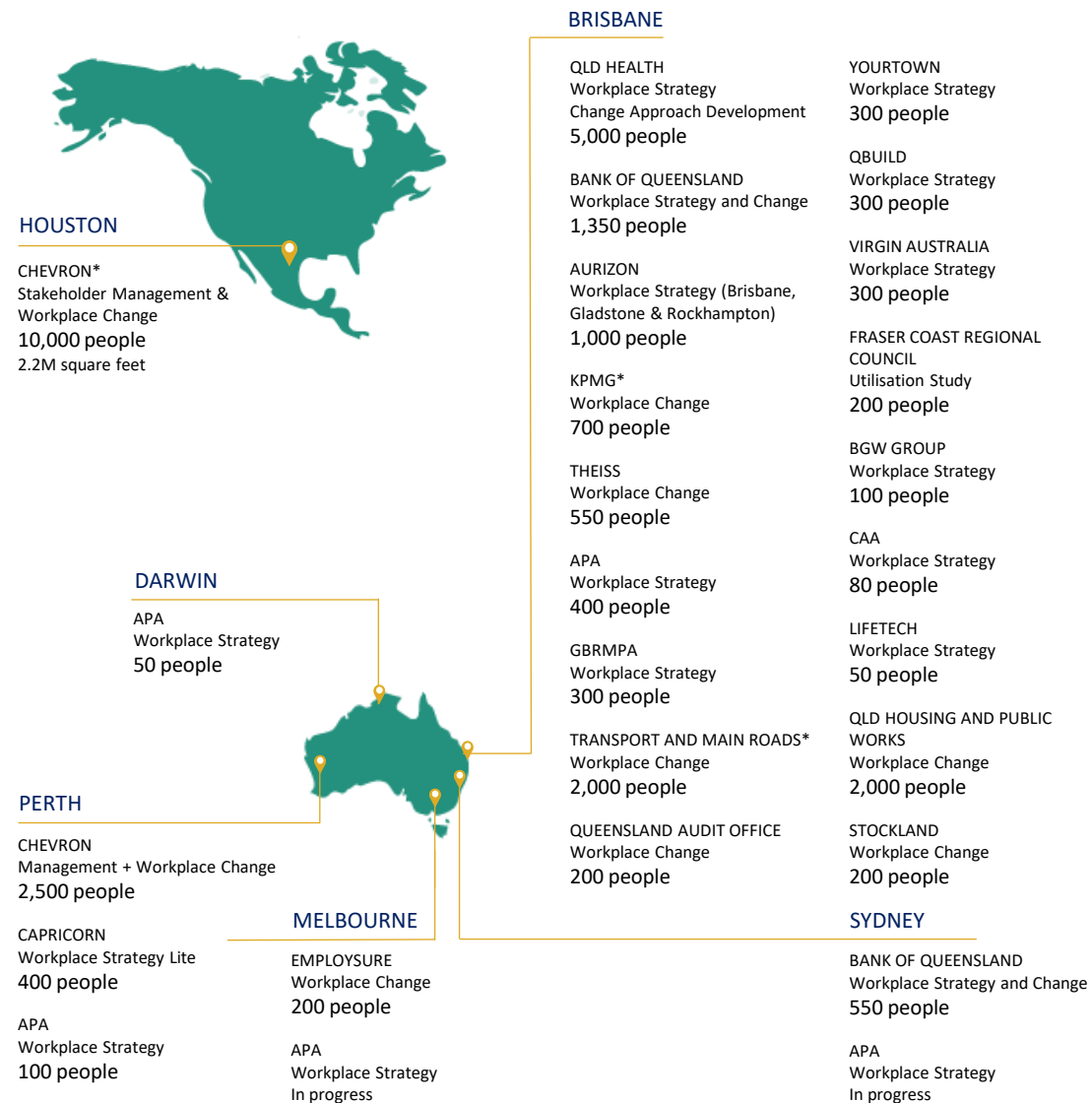
Lisa will leverage her extensive experience in workplace strategy and change management to provide SME advice and engage with leaders. A Managing Director who has exceptional knowledge of Workplace Strategy, Change Management and Design Project Management for Commercial Construction Projects. Lisa has worked internationally with multiple renowned architectural and consulting firms and played a key role in major workplace, technology, change projects with key clients including Chevron and Queensland Government in both domestic and international locations. These projects, which often have significant impact on the direction of the Strategic Business or Service Unit, required working with a number of different disciplines and organisational levels to implement a success workplace strategy and change.

## QUALIFICATIONS

- BA Psychology | Murdoch University, Perth WA
- Honors Psychology | Murdoch University Perth WA
- Project Management Certified | Chevron, Perth WA
- Chevrons Project Development and Execution Process (CPDEP) | Certified CPDEP for Change Certified
- Capital Stewardship and Organisational Capability (CSOC) | Chevron Certified
- Ethics, Responsibility and Procurement | Chevron Training

## RELEVANT EXPERIENCE

- APA GROUP | *National Partner*
- BANK OF QUEENSLAND | *National Partner*
- EMPLOYSURE | *National Partner*
- QUEENSLAND GOVERNMENT | *State Partner*
- CHEVRON USA AND AUSTRALIA | *Stakeholder and Change Lead*





# PRESYNCT STRATEGY + CHANGE TEAM EXPERIENCE



**ALIX FREEMAN** | Workplace Strategy and Change Senior Consultant  
Subcontractor

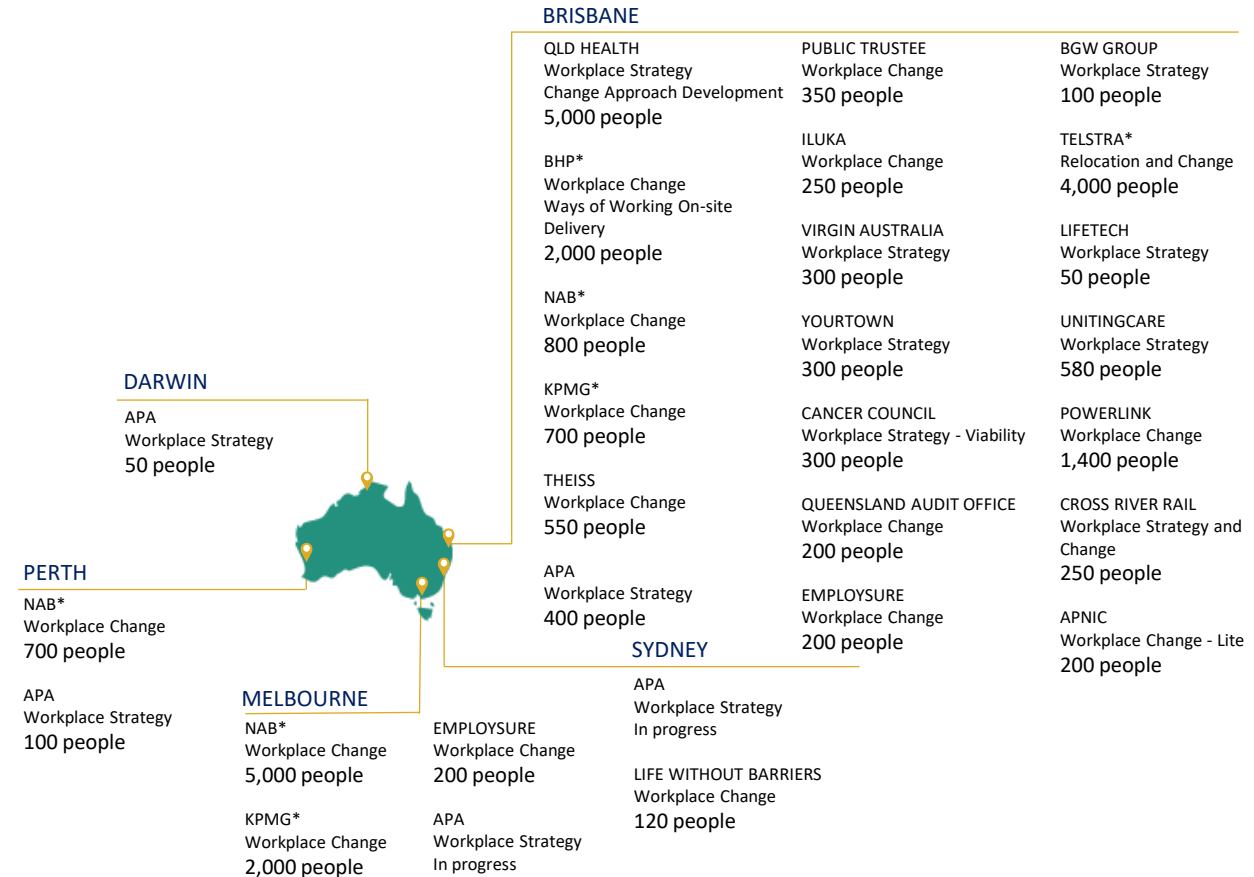
A workplace strategy and change specialist with over 14 years' experience in top tier financial and professional services organisations and large corporations. Focused on combining her passion for people, culture and workplace design with her interest in wellbeing and future trends, Alix's aim is to demonstrate that organisations can deliver financially viable, thriving workplaces through thorough and effective employee engagement, supported by key workplace data collection and analysis.

## QUALIFICATIONS

- Bachelor of Arts (Communications) | University of South Australia
- Diploma in Project Management | Diploma Front Line Management
- Certificate IV in Workplace Training & Assessment

## RELEVANT EXPERIENCE

- POWERLINK | Workplace Change – *Program Lead*
- CROSS RIVER RAIL | Workplace Strategy and Change - *Lead*
- APNIC | Workplace Change - *Lead*
- APA PERTH | Workplace Change – *Lead*
- PUBLIC TRUSTEE | Workplace Change – *Lead*
- THIESS | Workplace Change - *Lead*
- QAO | Workplace Change – *Lead*
- UNITING CARE | Workplace Strategy – *Project Lead*
- BHP (APAC) | Workplace Project & Change Management – *Project Manager / Change Consultant*
- INTERSYSTEMS | Workplace Strategy – *Project Lead*
- LIFE WITHOUT BARRIERS (SYDNEY) | Workplace Change, *Change Manager*
- QUEENSLAND AUDIT OFFICE (QAO) | Workplace Change, *Change Manager*
- DEPARTMENT OF HEALTH (QUEENSLAND) | Workplace Strategy, *Project Team*
- \*KPMG (MELBOURNE AND BRISBANE) | Workplace Change Management, *Change Manager*
- \*NAB (NATIONAL) | Workplace Strategy & Change, *Change Manager*



\*These engagements were completed by our consultants prior to joining or exclusive of Presynct.

# PRESYNCT STRATEGY + CHANGE TEAM EXPERIENCE



**SHONA SMITH** | Workplace Strategy and Change Senior Consultant

*Part-time Employee (M-Th)*

Shona is a senior workplace strategy and change consultant with over 14 years' experience working in partnership with Executives of top and mid-tier professional services organisations to manage high performing teams and deliver against organisational strategy. Shona is passionate about driving workplace culture to support organisational excellence.

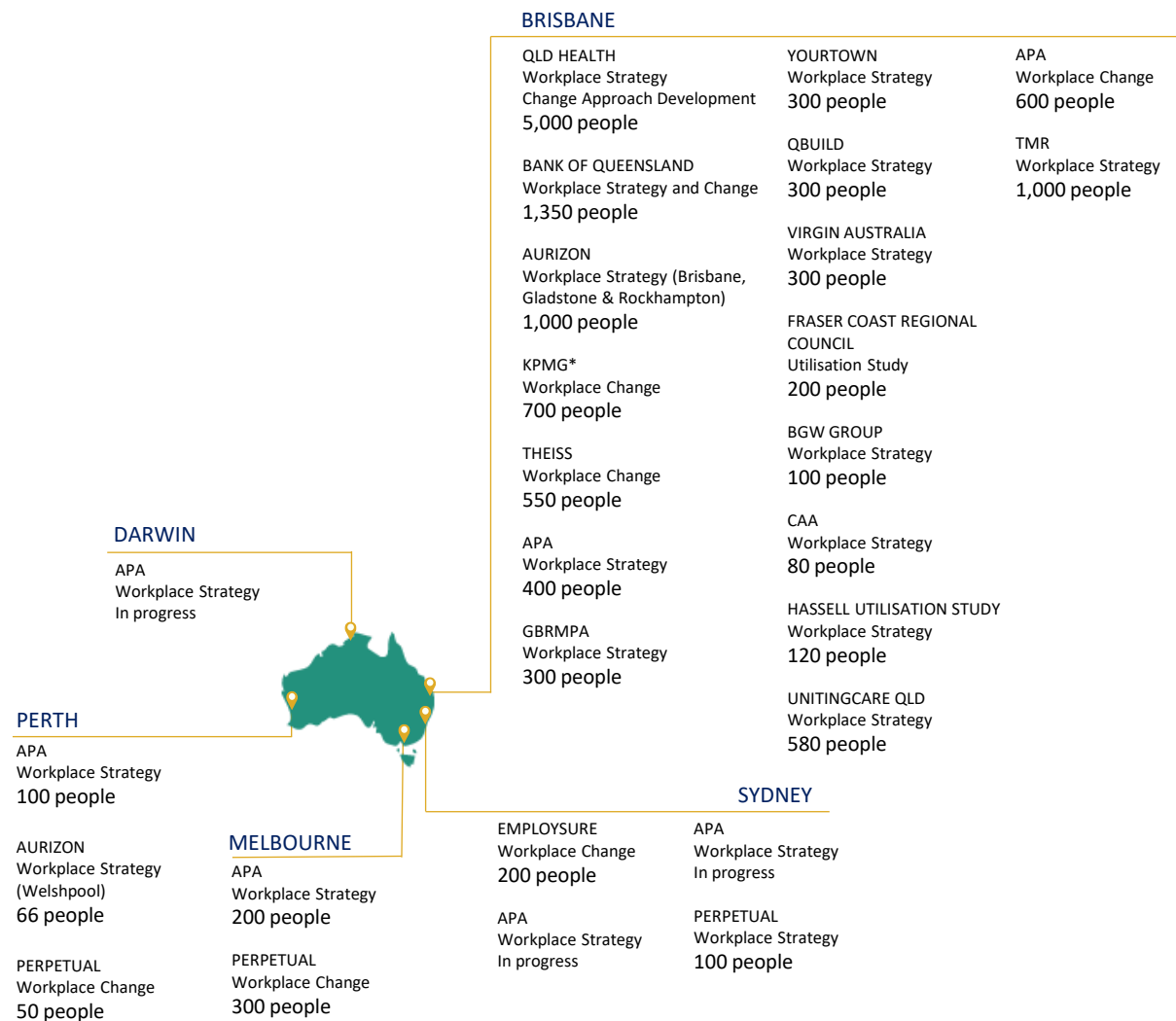
Shona leverages her extensive experience in operational management, project management, strategy development, change management and governance and stakeholder engagement across all levels of an organisation to gather an in-depth understanding of what makes each organisation unique and to help deliver innovative workplace solutions, tailored to each client.

## QUALIFICATIONS

- Diploma of Management, 2012
- Certificate III – Financial Services, 2009
- Certificate II – Business, 2007

## RELEVANT EXPERIENCE

- PERPETUAL | National Workplace Change – *Program Lead*
- TMR | Workplace Strategy – *Project Lead*
- APA GROUP | Brisbane Workplace Change - *Project Lead*
- APA GROUP | National Workplace Strategy - *Project Lead*
- HASSELL | Utilisation Study, Area and Capacity Modelling – *Project Lead*
- THIESS | Workplace Change – *Project Team*
- BOQ | National Workplace Strategy – *Project Lead*
- GBRMPA | Workplace Strategy – *Project Lead*
- AURIZON | Workplace Strategy – *Project Lead*
- QUEENSLAND HEALTH | Workplace Strategy - *Project Lead*
- QBUILD | Workplace Strategy – *Project Lead*
- BHP | Workplace Change – *Workshop Facilitation*
- YOURTOWN | Workplace Strategy - *Project Lead*
- FRASER COAST COUNCIL | Utilisation Study, Area and Capacity Modelling - *Strategy Support*
- CAA | Workplace Strategy – *Project Lead*



# PRESYNCT STRATEGY + CHANGE TEAM EXPERIENCE



MARIA PENNY | Workplace Strategy and Change Senior Consultant

Employee

Maria is a senior workplace strategy and change consultant with over 20 years' experience in the corporate property industry. Maria has extensive experience in the financial services sector in workplace strategy, design management and change management delivering outstanding results. Her success is derived from sustained customer focus, leveraging her passion for workplace design and interests in people experience, wellness and accessibility to help clients realise the full potential of workplace in their business.

## QUALIFICATIONS

- Diploma Design (VCD) | Massey University 2002
- Bachelor of Design BDES (VCD) | Massey University 2003 – 2005\*  
\*Incomplete due to Career Change to property
- Fundamentals of finance | Massey University Palmerston North 2006
- Project Planning Breakthroughs | Project Management Institute 2012
- White Card Certified - Prepare to work safely in the construction industry | Pinnacle Training 2021

## RELEVANT EXPERIENCE

- SUNCORP GROUP\* | Brisbane Portfolio Consolidation 1.0 2014
- SUNCORP GROUP\* | Brisbane Portfolio Consolidation 2.0 2016
- SUNCORP GROUP\* | Brisbane Portfolio Consolidation 3.0 2017
- SUNCORP GROUP\* | Brisbane Portfolio Consolidation 4.0 2022
- SUNCORP NEW ZEALAND\* | Christchurch Consolidation + Relocation Project
- SUNCORP NEW ZEALAND\* | Auckland Consolidation Project
- AAMI\* | National Retail Distribution Closure Programme
- APIA\* | National Retail Redesign
- SUNCORP\* | National Bank Strategy Delivery
- SUNCORP GROUP\* | Parramatta Concept Stores Design 2016
- SUNCORP GROUP\* | Flagship Stores Design and Delivery 2017

\*These engagements were completed by our consultants prior to joining or exclusive of Presynct.

## NATIONAL

NATIONAL AAMI RETAIL DISTRIBUTION CLOSURE PROGRAMME\*  
Strategy + Delivery

NATIONAL APIA RETAIL REDESIGN\*  
Design Management  
Strategy + Delivery

NATIONAL SUNCORP BANK STRATEGY DELIVERY\*  
Closures, relocations and new stores  
Lease Transaction Management,  
Design Management + Delivery



## NEW ZEALAND

SUNCORP GROUP NEW ZEALAND – CHRISTCHURCH CONSOLIDATION & RELOCATION PROJECT\*  
Workplace Strategy + Change Approach Development

SUNCORP GROUP NEW ZEALAND – AUCKLAND CONSOLIDATION PROJECT\*  
Workplace Strategy + Change Approach Development

## BRISBANE

SUNCORP GROUP BRISBANE – BRISBANE PORTFOLIO CONSOLIDATION 1.0\*  
Multisite Consolidation of 11 sites to 5  
Relocation management of 3,500 employees over several move phases  
Change Delivery – flexible working to 6,000 employees  
6,000 people

SUNCORP GROUP BRISBANE – BRISBANE PORTFOLIO CONSOLIDATION 2.0\*  
Consolidation from 5 sites to 4 (with expansion in one existing site – CP1, 345 Queen St)  
Strategy and fit-out requirements for new and existing floors at Albert Street  
Relocation management churn of 900 employees  
900 people

SUNCORP GROUP BRISBANE – BRISBANE PORTFOLIO CONSOLIDATION 3.0\*  
Consolidation from 4 sites to 3 sites (with expansion in one existing site – 123 Albert St)  
Strategy and fit-out requirements for new and existing floors at Central Plaza One  
1,200 people

SUNCORP GROUP BRISBANE – BRISBANE PORTFOLIO CONSOLIDATION 4.0\*  
Workplace Strategy + Change for new headquarters at Heritage Lanes, 80 Ann St  
Led Design Strategy + Design Management of Suncorp fit-out of 39,501sqm  
Management of change stakeholder network of 500 people  
Relocation planning for 6,000 employees over several move phases and way of working during and after the COVID 19 Pandemic, decanting from existing sites in line with lease expiry profiles c.20,000 moves.  
5,722 people

## SYDNEY

CONCEPT STORES DESIGN\*  
Parramatta & Carindale QLD

FLAGSHIP STORES DESIGN\*  
Pitt St, Sydney CBD  
Gold award in 2017 Sydney Design Awards  
Lease Transaction Management  
Design + Construction Oversight

# PRESYNCT STRATEGY + CHANGE TEAM EXPERIENCE



**HANNAH BAUER** | Workplace Strategy Consultant  
Employee

Hannah is an experienced Workplace Strategist and Interior Designer who specialises in developing design-ready strategies for workplaces and their communities. She is particularly interested in how workplace experience can deliver on employee wellbeing, community engagement and brand awareness.

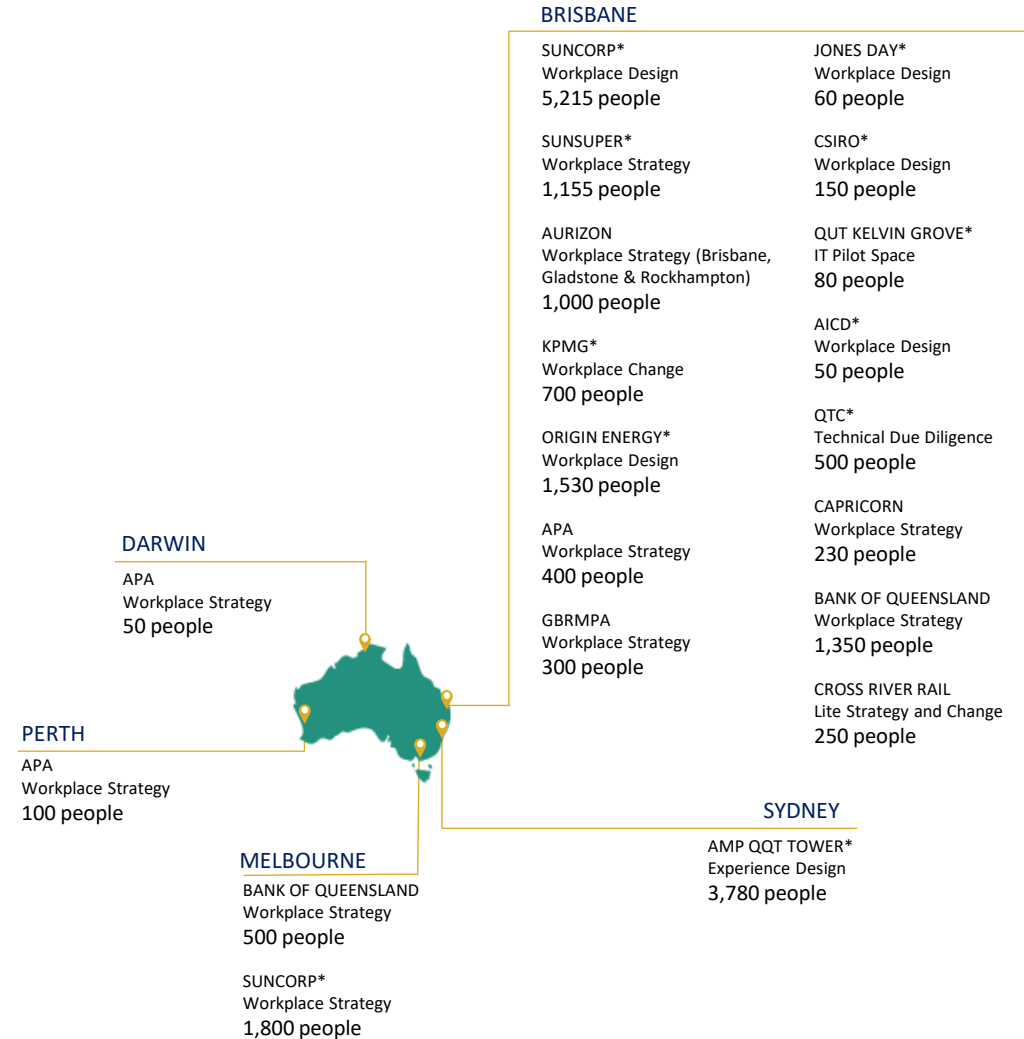
Hannah delivers high performing workplaces that resonate and have purpose. Her approach thoughtfully connects organisational goals with user needs, and one of her strengths is her ability to think creatively and give tangibility to key workplace drivers.

## QUALIFICATIONS

- Bachelor of Design (Interior Design) 2nd Major in Industrial Design First Class Honours | QUT Brisbane, 2015

## RELEVANT EXPERIENCE

- BANK OF QUEENSLAND | Workplace Strategy and Change – Project Team
- CROSS RIVER RAIL Workplace Strategy – Project Team
- APA GROUP | National Workplace Strategy, Change Management Brisbane, Sydney and Perth – Project Team
- CAPRICORN | Workplace Strategy – Project Team
- BOQ | Workplace Strategy – Project Team
- HASSELL | Utilisation Study – Project Team
- \*KPMG BRISBANE | WORKPLACE STRATEGY – Site analysis and evaluation
- \*SUNCORP | Workplace Design
- \*SUNSUPER | Workplace Strategy – Strategy Team
- \*JONES DAY | Workplace Design
- \*CSIRO | Workplace Design
- \*QUT IT PILOT SPACE | Workplace Strategy – Strategy Team
- \*AICD | Workplace Design
- \*ORIGIN ENERGY | Workplace Design
- \*AURIZON | WORKPLACE STRATEGY - Post Evaluation



\*These engagements were completed by our consultants prior to joining or exclusive of Presynct.

# PRESYNCT STRATEGY + CHANGE TEAM EXPERIENCE



JESSICA DOUGLAS | Strategy and Change Consultant

Employee

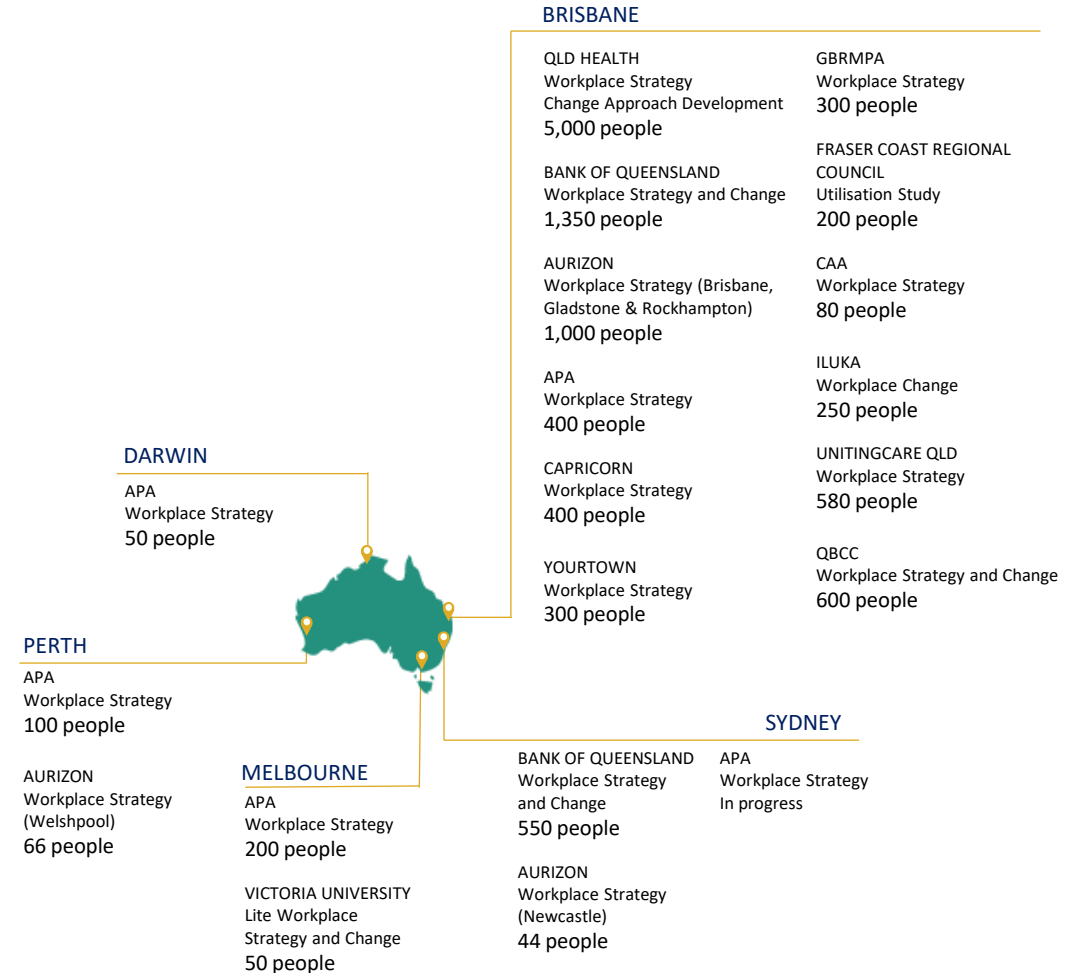
With experience in private sector, public sectors and universities, Jess is a consultant who is able to provide invaluable expertise and lead any workplace strategy or change projects. Jess is passionate about client engagement and conveying multifaceted data in an easy-to-understand visual format. Jess has demonstrated experience in delivery of successful thriving workplaces through a well thought out strategy and structured, engaging change approach.

## QUALIFICATIONS

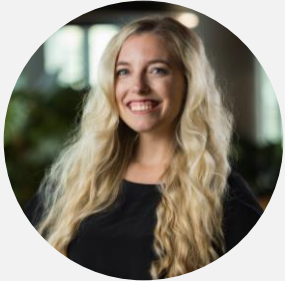
- Bachelor of Business – Marketing | QUT Brisbane, 2014

## RELEVANT EXPERIENCE

- QBCC | Workplace Strategy and Change – *Project Team*
- VICTORIA UNIVERSITY | Workplace Strategy and Change – *Project Lead*
- APA GROUP | National Workplace Strategy, Change Management Brisbane, Perth, Sydney and Darwin – *Communication Lead*
- ILLUKA | Workplace Change – *Project Team*
- CAPRICORN | Workplace Strategy – *Project Lead*
- AURIZON | Workplace Strategy - *Project Team*
- GREAT BARRIER REEF MARINE PARK AUTHORITY | Workplace Strategy – *Project Team*
- BANK OF QUEENSLAND | Workplace Strategy – *Project Team*
- FRASER COAST COUNCIL | Utilisation Study, Area and Capacity Modelling - *Project Team*
- YOURTOWN | Workplace Strategy - *Project Team*
- UNITINGCARE | Workplace Strategy - *Project Team*
- QUEENSLAND HEALTH | Workplace Strategy - *Project Team*
- CAA | Workplace Strategy – *Project Team*



# PRESYNCT STRATEGY + CHANGE TEAM EXPERIENCE



ELISABETH BAILLY | Strategy and Change Support  
Employee

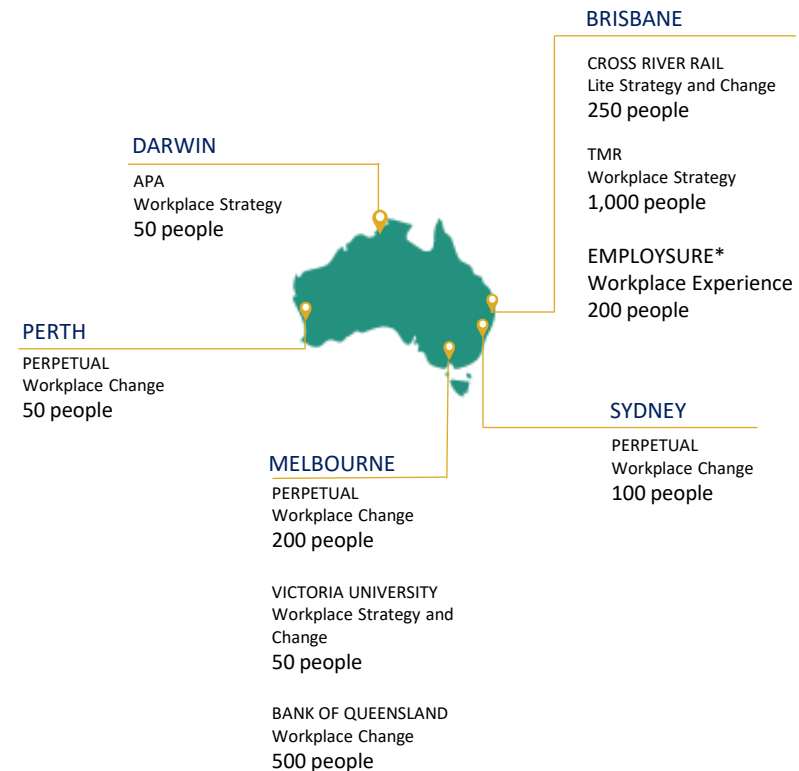
Elisabeth brings experience into this role from multiple backgrounds including Workplace Experience, Logistics, and Social media management. At Presynct her main focus as workplace strategy and change support will be to support the leads within several projects and be there to take on any ad hoc tasks. With a balance of creative and analytical approaches, quality and efficiency are top priorities while keeping the aesthetics on point.

## QUALIFICATIONS

- Certificate IV in Graphic Design – In progress
- Associates degree in Integrated Studies

## RELEVANT EXPERIENCE

- APA | Workplace Change Darwin – *Project Support*
- BOQ | Lite Workplace Strategy and Change Melbourne– *Project Support*
- CROSS RIVER RAIL | Workplace Strategy and Change – *Project Support*
- VICTORIA UNIVERSITY | Workplace Strategy and Change – *Project Support*
- PERPETUAL | Workplace Strategy and Change – *Project Support*
- TRANSPORT AND MAIN ROAD | Workplace Strategy– *Project Support*
- \* EMPLOYSURE | Workplace Experience Specialist



\*These engagements were completed by our consultants prior to joining or exclusive of Presynct.

# PRESYNCT STRATEGY + CHANGE TEAM EXPERIENCE



Bryony Bickle | Strategy and Change Support

*Part-time Employee (M-Th)*

With broad, multi-industry experience, Bryony is able to quickly adapt to the needs of each client and fully appreciates the nuances that make each workplace unique.

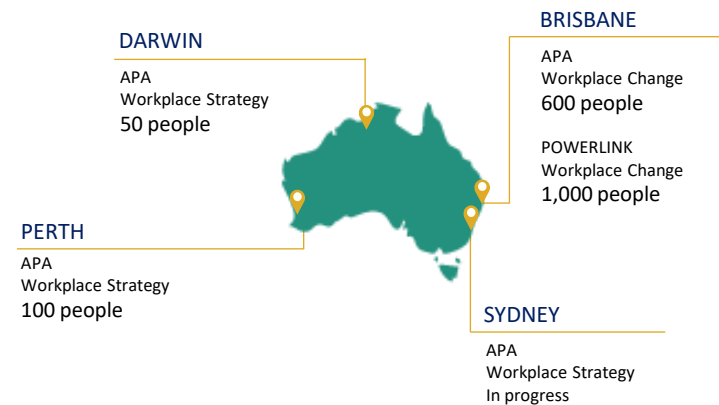
At Presynct her main focus as workplace strategy and change support will be to support the leads within several projects and be there to take on any ad hoc tasks. Bryony has a keen eye for detail, making her an ideal support to any project.

## QUALIFICATIONS

- Certificate IV in Marketing and Communications – In progress
- Certificate III in Business Administration, 2012

## RELEVANT EXPERIENCE

- POWERLINK | Workplace Change – *Project Support*
- APA GROUP | Sydney Workplace Strategy - *Project Support*
- APA GROUP | Brisbane Workplace Change - *Project Support*
- APA GROUP | Darwin Workplace Change - *Project Support*
- APA GROUP | Perth Workplace Change - *Project Support*



# PRESYNCT STRATEGY + CHANGE TEAM EXPERIENCE



MIA SPENCER | Utilisation Consultant

Employee

Mia is a Utilisation Consultant providing expertise in analysing and / or reporting information regarding the performance of the organisations way of working. Responsible for planning, managing, logistics, install and removal of the sensor utilisation system. This system allows Presynct to make recommendations on business occupancy models. Mia is passionate about data and technology and their impact to the workplace.

## QUALIFICATIONS

- Bachelor of Art – In Progress

## RELEVANT EXPERIENCE

- JCU | Workplace Strategy – *Utilisation Study Lead*
- QBCC | Workplace Strategy – *Utilisation Study Lead*
- TMR | Workplace Strategy – *Utilisation Study Lead*
- APA GROUP | Change Management Perth – *Relocation Support*
- HASSELL | Workplace Strategy – *Utilisation Study Lead*
- GREAT BARRIER REEF MARINE PARK AUTHORITY | Workplace Strategy – *Utilisation Study Lead*
- FRASER COAST COUNCIL | *Utilisation Study Support*



## PERTH

APA  
Workplace Strategy  
100 people

## BRISBANE

HASSELL  
Utilisation Study  
120 people

FRASER COAST REGIONAL  
COUNCIL  
Utilisation Study  
200 people

GBRMPA  
Workplace Strategy  
300 people

TMR  
Utilisation Study  
1,000 people

QBCC  
Utilisation Study  
600 people

JCU  
Utilisation Study  
250 people



# COMPANY EXPERIENCE



● Queensland  
●● Audit Office  
*Better public services*



# TRACK RECORD AND EXPERIENCE



“Lisa’s proven approach proactively reaches out to key stakeholders across the business, using her passion and interpersonal skills to get them to the table. She demonstrates competency using a formal, structured collection of user requirement information, and she earns the trust of the stakeholders by demonstrating exactly how user needs and preferences were ultimately refined and incorporated into the strategy and design... Lisa will always be at the top of my rolodex under Office Change Management. Her work ethic is off the charts, and she has never let me down.”

**Tim Koehn | Former Project Manager Perth HQ, Chevron**

“Lisa Copland’s consulting talents are centered around helping her clients engage a wide range of stakeholders to facilitate better decision-making. She’s also great at translating client needs into requirements that can guide design teams to develop more innovative workplace solutions that best meet the needs of her clients.”


**Dan Darby | Chevron Change Management Office**

“With KPMG having moved to a fully agile environment, the change management piece was absolutely critical to make sure it was a success. We were very lucky to have the services of Alix Freeman who managed the change process for us over 12 months and was instrumental to the success of our programme. She did a great job providing support and strategic advice to the local project team, influencing the design, developing and delivering the change programme, and building effective and continuing relationships across the firm. I have no hesitation in recommending Alix Freeman.”

**Rob Jones | Former QLD State Chair, KPMG**

“Alix Freeman is exactly the person you want on your team if you’re trying to make sure your office transformation works. And by works, I mean happens on time and to budget, but more importantly captures the hearts and minds of your people in a way that makes them genuinely embrace the opportunity it offers to rethink their way of working. There’s far more to that than buildings, desks and chairs.”

**Fiona Robertson | Former Head of Culture, NAB**



“Lisa Copland is an exceptional person and professional. She has a contagious enthusiasm, grasps concepts quickly and is able to connect the dots to turn strategy into action. I feel that trust is fundamental to any relationship – professional or otherwise – and Lisa is someone I trust unconditionally. She has integrity and strength of character. I know that she will always do right by her clients and her colleagues.”

**Vivian Li | Chevron Change Management Office**

# TRACK RECORD AND EXPERIENCE



“Thanks so much Shona. I had no idea this concept existed when we started, yet I soon found myself thoroughly enjoying following along with your analysis and modelling. Lots of brain activity and food for thought. Appreciate your hard, patient, consistent and reliable work. You’ve done an excellent job.”

**Carla Taylor | Manager Knowledge, Planning and Performance. PHN Brisbane**

“Thanks for the great job that you and your team have done – it well exceeded my expectations. On a personal note, I can not remember a project where I have learnt so much from the external consulting company about their area of expertise. I especially like the slide entitled “EXAMPLE ‘DAY IN THE OFFICE’”. I am beside myself with excitement with the flexibility of being able to wander and loiter around different neighborhoods throughout the day.

You are right when you say that “this is just the first step for us”. We have only extended the lease for three years. That means we will start negotiating again in 18 months’ time, so we will probably need your services again at that stage.”


**Raoul Ross | Executive Manager, Corporate Services and Company Secretary. PHN Brisbane**

“I am so excited and proud to have successfully delivered Perth, which is the first APA building to transition to this new national workplace standard and operating model. It takes a great team to deliver such a transformational project and I wanted to say a big thanks to Presynct Workspace Transition Lisa Copland, Shona Smith, Alexandra Freeman, Jessica Douglas for completing our innovative national workplace strategy and making the workplace change so successful.”

**Kate Hill | APA Real Estate Services Programme Manager**

“Lisa and Alix, are genuinely one of the most dynamic and effective teams I have ever worked with. I learned a huge amount about human change management from them but what was equally impressive was how much I learned about presentation (both written and oral) and persuasion, from them. It's a pretty humbling experience when you've worked in an industry for a long time and think you've seen it all, to have two people come along and challenge so many of your accepted “wisdoms”, so successfully.”

**John Moore | CTO Queensland Audit Office**



We just finished a piece of work with Presynct. Such as great group of people to work with, clearly experts in the effective workplace and great change and engagement approach. I highly recommend them

**Melissa Prentice | GM Enterprise Change, UnitingCare**

# TRACK RECORD AND EXPERIENCE



“Lisa, once again, we are deeply indebted to you for the fine work you have done on project. The project would not be where it is without your support, plus it’s always great to have you around. I will always have fond memories of our work together, which were some of my best times at Chevron.”

**Robert Crabb | Former Manager, Global Projects, Operations and Projects Chevron**

“A key part of Lisa's role on the project has been heading up the stakeholder engagements and the change management workstream. In both cases these roles are essentially dealing sensitively with a wide variety of people, listening to their needs and concerns and responding back in a way that they can relate to and understand. She has a high degree of emotional intelligence and has successfully managed to get very high quality results even when dealing with very challenging personality types. She has an excellent ability to recognise the important issues and information obtained through interpersonal communications and tailors her response and actions based on this. She has a good understanding of how a work environment impacts on peoples’ mental wellbeing and is also very experienced at successfully managing significant change in a corporate setting.”


**Steve Wilson | Project Manager Perth HQ, Chevron**

“In my opinion, it is the biggest Chevron Business and Real Estate (CBRES) success story of the decade. Again, congratulations HPC team!”

**Greg Michael | Strategy, Planning, and Organisational Capability. Chevron Houston**

“Lisa, during our Post Project Design budget review today, we noticed an interesting trend. Note that furniture planning in 1500 Louisiana and 1400 Smith is under plan by ~\$600,000 USD, which we attribute mostly, if not all, to your furniture survey tool. Your fame lives on even two years after this project ended. Well deserved compliments from the whole team.”

**Sarah Werner | Former Construction Manager Chevron Business and Real Estate**



“Lisa, It is amazing to see and hear all the Pride from everyone that has been associated with this project. We could not have done it without you”

**Ron Gallo | Former Design Manager Chevron Business and Real Estate**

# TRACK RECORD AND EXPERIENCE



“Lisa, I feel very fortunate that our paths crossed on this extraordinary project in Perth. It has been a privilege to work with you. You are not only professional, but you are also an extremely special person and working with you has been an absolute pleasure. I look forward to seeing you again someday.”

David Kalb | Global Workplace Strategy and Design Chevron

“The Presynct team, join our project team late in the project, giving them tight timeframes to deliver a large workplace transformation. The team's approach was very considered and extremely professional, no issue was too big or small! They jumped to do whatever was needed to get our project across the time.

Alix and Shona, were honestly amazing and without them our workplace transition would have left our people behind - instead each business unit was well informed each step along the way and all concerns were addressed in a professional and friendly manner. For us the project was a huge success because of the change team that supported our vision. This was the best change our business had been apart of and now all future projects have very high expectations.”

Natasha Thompson | Thiess Workplace Program Manager



# CONTACT US

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