CASE STUDY

Project management of UBS office fit out, Auckland

CLIENT: UBS
LOCATION: 188 Quay St, Auckland

Rebbeck Dunn Watters

Project Delivery
Building Consultancy
www.rdw.co.nz

Overall, we have been exceptionally pleased with the performance of RDW. They have understood the brief from the outset and have delivered.

We would absolutely recommend RDW to other corporate occupiers looking for the very best in project management.'

Chris Simcock – Country Head

Size	Value	Services Provided	Awards
600 m^2	$5M	/ Project management	Best Design Awards 2020 – Offices & Workplace Environments (Silver)

Introduction

UBS appointed RDW to lead the design and delivery of its new corporate headquarters at Level 27, 188 Quay St, Auckland CBD; along with project managing the company's relocation from its former office on level 17 of the same building. RDW managed information flows and assisted in developing the agreement to lease with respect to contribution, construction programme, fit out period and make-good obligations for UBS' former premises.

Challenges

- The fit out project involved a detailed scope encompassing reception areas, boardrooms, offices, kitchen, recreation space and secure facilities for data infrastructure, requiring meticulous planning and execution to separate three business divisions.
- Managing and coordinating a diverse group of stakeholders located across New Zealand, Australia, Singapore, Hong Kong and Japan raised challenges around the immediacy of communication and responses to information requests.
- RDW was onboarded internally with UBS as well as conducting our external project management role, which added complexity to the project.
- UBS' requirement for a very technical and high-value fit out within a limited space meant zero tolerance for errors - only the best would suffice.
- Testing and adapting foreign requirements to suit a smaller local business operation presented unique difficulties.

Outcome

The project was completed on time and within budget. UBS moved into a highly sophisticated, award-winning working environment that fosters collaboration and collegiality. The client, as well as various overseas stakeholders who do not have a local presence, were very satisfied with the outcome.

RDW's commitment to excellence in delivery, along with our agility and robust processes, ensured the successful execution of a complex project. We leveraged our expertise to successfully fulfil the client's expectations and set the bar high for contemporary office fit outs in Auckland.

- The RDW team's excellent communication and comprehensive service provided a bridge between local client representatives and foreign interests.
- We closely managed the design, aligning it with external building services design requirements from overseas.
- RDW's specific services, testing and commissioning; including 'black building' testing, aligned with the landlord's operations - avoiding disruptions to many parties and ensuring success.
- We also took additional measures to achieve success, such as visits to Australia to ensure successful installation of technology and tested various internal policies to ensure the best local outcome.
- Further extra measures included onboarding into UBS's system, along with associated training and learning of all UBS processes. This included procurement and legislative requirements relating to trading and information barriers.

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Client Reference
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