



# CAPABILITY **STATEMENT**



**correct installs**  
**COMPLIANT & DEPENDABLE**

QBCC Licensed  
Public Liability Insurance  
Contract Works Insurance  
Professional Indemnity Insurance



## CAPABILITY STATEMENT

### **Who we are**

National storage system specialists combining Elbowroom, Correct Installs, Inspect-a-RACK and REA.

### **What we do**

Consult, design, select, supply, install, inspect, relocate and service quality storage systems.

### **Our history**

Since 1973, our family business has remained focused on superior quality and customer satisfaction.

### **How we do it**

Fully licensed and accredited industry leaders developing and utilising the latest technologies and the highest safety levels.

### **Associations**

Working in association with other leaders to ensure highest standards in product, methods, environment and safety.

### **Welcome**

Thank you for your interest in our capability as the Biggest, Strongest and Safest provider of storage systems in Australia.





## GROUP OVERVIEW

Our group comprises multiple businesses, activities and brands to provide total coverage of customer needs within the storage systems industry.

Correct Installs and associated group is Australian owned and operated. We are dedicated to confidently consult on, design, select, supply, install, inspect, relocate and service quality warehouse, industrial, back-of-store and office storage systems.

Our preparation is your success, underpins the strong foundation of our business and represents our capability to undertake projects of the largest scale in Australia to date.

Correct Installs design and install custom storage systems for customers across Australia and beyond, as far away as Cairo, Egypt.

Our continued efforts in the pursuit of innovation have delivered many unique opportunities. Vitrally, our experiences have shaped us into the professional company we are today, to confidently commit to your next project, anytime, anywhere.

We are fully licensed and accredited utilising the latest technology and the highest level of compliance, safety and professionalism.

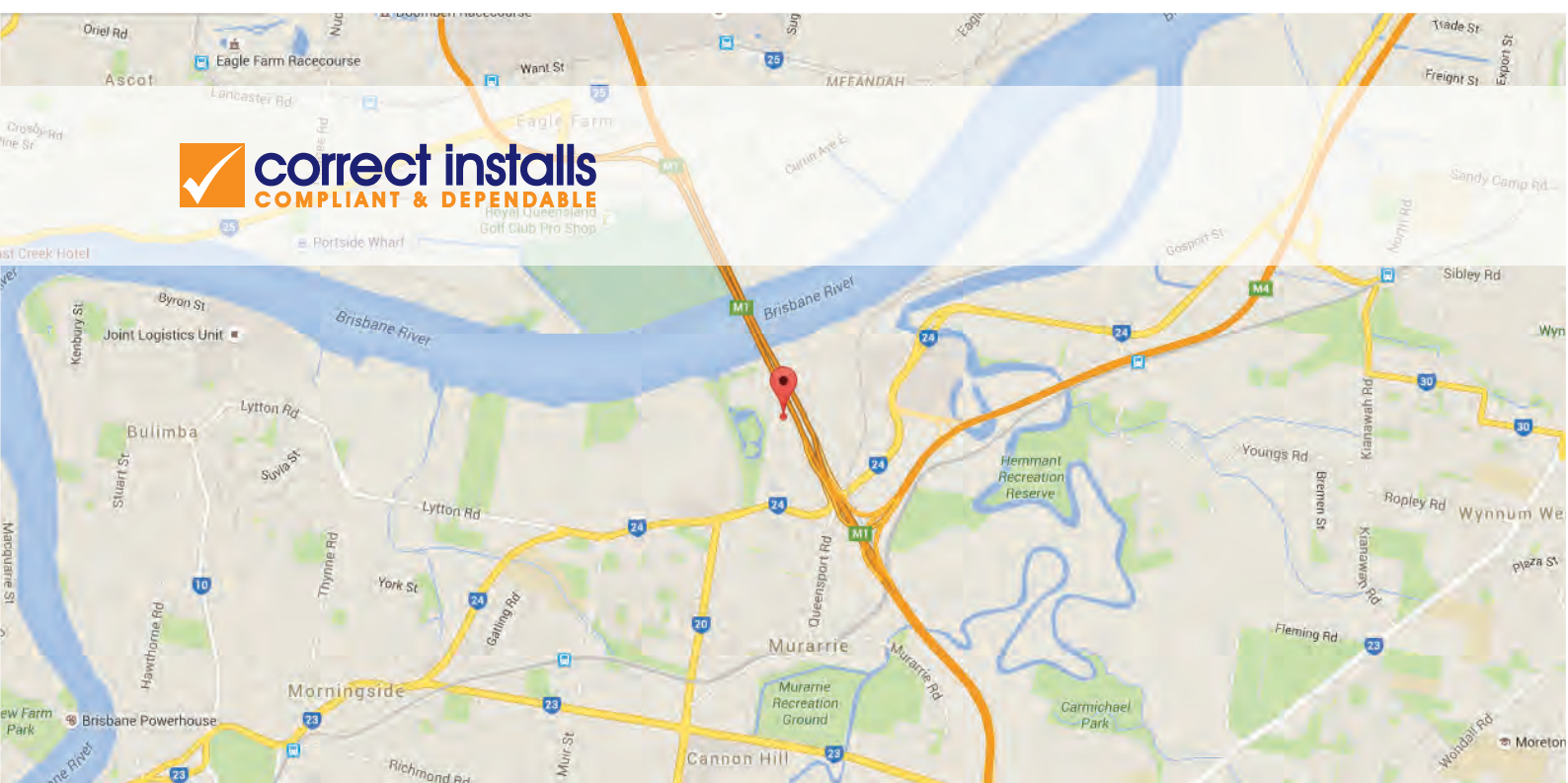
### **Our Mission**

- To care for our customers and colleagues;
- To grow our successful business;
- To lead in innovation and design in our industry.

### **Our Vision**

- To grow our premier project management company;
- To provide superior products and services;
- To be a progressive leader in our industry;
- To ensure safe work practices;
- To expand and diversify;
- To give back to the community;
- To drive business excellence in our industry.

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## CONTACT DETAILS

### CORRECT INSTALLS

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ABN 26 604 659 234

#### Phone

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#### Website

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#### Managing Director

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#### General Manager

Luke Althaus  
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#### Safety Controller

Jason Walsh  
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## INSTALLATION + INSPECTION + SERVICE

The installation, inspection and servicing of your storage systems can be undertaken with your genuine confidence. From the first bolt to the last swipe of the dust brush - your project is covered by our extensive know-how, our licenses and our accreditations.

### **Installations**

Every client installation is orchestrated and controlled through qualified and experienced Project Managers, Site Supervisors and Team Leading Hands.

We produce project-specific work method statements for EVERY project undertaken.

### **Inspection**

Legislative requirements aside, inspections keep you informed and ensure maximum safety for your staff and limited risk for operators and management. We work closely with workplace safety authorities and your staff to ensure your storage systems remain safe and compliant (OH&S Australian Standards).

Our safety inspectors can identify damaged components and reduce the risk of collapse. We provide nationwide inspection and audits through a team of qualified inspectors.

Correct Installs can provide inspection training packages for your staff, to educate on how to better identify damaged and potentially dangerous situations and environments.

### **Service**

Our 24hr on-call emergency assistance and planned maintenance programs ensure your system remains in peak efficiency - around the clock.

We are trusted maintenance suppliers to major national companies Australia wide and major stockist of spare components - industrial and commercial - for most non-counterfeit brands.



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## ■ TRAINING + SKILLS + RESOURCES

Our Group provides and orchestrates an extensive list of training programmes targeted at employee development and storage system operational requirements.

Correct Installs' comprehensive training programmes are fully documented and provide evidence of invitation, attendance, completion and endorsements where required; certification; and licensing.

### **Safety**

- Personal safety
- Workplace safety

### **Customer Service**

- Communication
- Processes and documentation
- Quality assurance

### **System Design and Consultation**

- Product range and features
- Design concepts, inc. limitations
- Engineering software applications
- Material take-offs

### **Plant and Equipment**

- Elevated lifting platforms
- Forklift and materials handling equipment

### **Tasks**

- Project planning and management
- Site assessment and preparedness
- Tool and consumables selection
- Assembly, installation, service and repairs
- Project sign-off and handover

### **Leadership**

- Performance goal setting
- Assessment and acknowledgment
- People and communication skills
- Awareness and action
- Skill set training





## ■ TRAINING + SKILLS + RESOURCES

Whilst Correct Installs has an industry recognised high level skill set, we remain practiced at assessing and improving individual skill sets and the discovery and implementation of improved business proficiencies and competences.

Correct Installs' approach towards the recognition, acquisition and implementation of resources – both internal and external – is active and open to ensure maximum satisfaction and compliance towards the desired outcomes of all stakeholders.

The results of this dynamic approach to improvement lead to superior outcomes for our customers and Correct Installs alike, with real results in personal growth and job satisfaction.

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**Since Althaus Industries in 1973 there have been many comings and goings, name changes, glory times and some troubled times.**

We have seen many changes since those early years. We were not as much a recycling society as we were a refurbishment society; steel storage cupboards, metal shelving, pallet racking, metal lockers, and mobile compactus, were bent back into shape, repainted with modern colours and reused by the original owners.

Back then, our installed pallet racking structures were mostly installed by men who climbed up the rack frames and walked along beams upon a surface area of 2 inches (5cm) wide. These structures were seldom higher than 12 feet (3.6m) and pallet racks were often left unanchored (to the floor).

Over the next 20 years or so, technology advanced substantially. There were also vast improvements in our focus on safety in terms of methods, equipment, training and a zero tolerance attitude. The group has grown concurrently with increased employment opportunities, territory covered, sales turnover, resources, stock holdings, infrastructure and industry acknowledgment.

In 2016, our business group is still a family business, over 40 years later. Luke Althaus, Mark's son has been in the business for 10 years and is responsible for the design, engineering and conceptualising of many customer projects. Luke's experience in the field with installations and project management has provided the grounding for his role as General Manager of Correct Installs. One day, Luke's three sons may play a role in the group we are proudly growing for the future.

- *The Elbowroom-Correct Installs group is a recognised industry leader in storage system design, installation services and system inspections, audits & certification;*

- *The storage systems designed and sold by Elbowroom are expertly designed to the highest standards and are authentically endorsed by genuine engineers;*

- *Our documented and practiced safety and installation methodologies are second to none;*

- *Pallet racking installations of around 11m (36') high are common place and 30m (98') high racks are becoming less occasional;*

- *Elbowroom's own StorTite® mobile shelving systems are being sold and installed as far away as Cairo in Egypt;*

- *We are environmentally engaged. Where redundant product becomes our responsibility, we either reprocess reusable products through our partner company Ware Hows, or we ensure unusable raw materials are appropriately recycled.*

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## BIG + SMALL - BUSINESS ALIKE BIG + SMALL - PROJECTS ALIKE

Whilst our extensive capabilities allow us to perform concurrently on multiple large installations around the country and globally, we remain engaged with small business and projects initiated by our family business customers.

Our service and velocity for small business customers, is the same as that provided to our large corporate clients; like Woolworths, Coles and Coke Amatil.

We like to see small business customers prosper and enjoy the new functionality they gain with their purchases. Whatever the size of your project, we enjoy a challenge and appreciate new experiences whilst making friends along the way!

*"It is an enjoyed experience to have interactions with our new customers who are often trying to find ways of making their smaller operations more efficient. Over my years at Elbowroom, I have established many friendships with customers and suppliers alike and have seen more than a few of those smaller operations grow into much larger and successful businesses."*

- Garry Smith, group Expert for 20 years



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## SAFETY MANAGEMENT

### COMPLIANT & DEPENDABLE

It's more than a catch cry – it's our entire philosophy!

As responsible owners, managers, supervisors and operators, it is our duty to ensure that every person we oversee remains safe in their workplace at all times.

We believe effective management can help avoid injuries and damage to stock. That's why our team at Correct Installs provides only safe storage solutions and services for your workspaces.

*"My colleagues call me Captain Safety because I don't compromise on quality assurance or process. When we follow stringent processes and methodology correctly, we are doing it safely. The important part of my job, is to ensure everyone goes home to their families at the end of every day. Safety is our doctrine."*

- Luke Althaus, General Manager, Correct Installs

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## ENVIRONMENTAL **MANAGEMENT**

Correct Installs is committed to honouring its environmental obligations. This commitment includes the management of waste materials that are created during the installation process.

Correct Installs' Project Manager prepares a Site Waste Management Plan (SWMP) for each project installation.

The SWMP ensures the correct disposal of materials through the following strategies:

- **Avoidance** – to reduce the generation of waste.
- **Separation** – of materials for reuse or reprocessing.
- **Treatment** – To reduce the volume and toxicity of remaining wastes.
- **Minimisation** – Recycling, source separation and efficient collection of waste.

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## ■ LICENSED + **ACCREDITED**

Protecting you, your product, employees, property, the public and ourselves, the Elbowroom-Correct Installs Group maintains a broad range insurance cover, accreditations, registrations and memberships.

### **PUBLIC LIABILITY**

20 million - Public and Product liability cover

### **QBCC**

Queensland Building and Construction Commission  
Licence #1179594

### **QBAS**

Queensland Building and Asset Services supplier  
registration #851057

### **CONTRACT WORKS COVER**

1 million per project

### **AIG**

Australian Industry Group membership #0005209

### **GITC**

Government Information Technology Contracting  
registration # Q-3659

### **DEEWR**

Department of Employment. Compliance with  
Building Code 2013 - #27442

### **CCIQ QASSURE**

Accredited government supplier by CCIQ QAssure.  
Trading and interacting with Queensland Government regarding ICT Contracts. Accreditation #11768

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## COMMUNICATION + RELATIONSHIPS

## RESPONSIVENESS

## ■ RISK MANAGEMENT

### **Risk Management**

All tasks and project elements are assessed to uncover any potential risks. One at a time, all potential risks are scored using our risk scoring matrix, to determine likelihood and severity of the potential risk.

From this point, all stakeholders determine the best method to illuminate the risk. This entire process is undertaken at the performance location of the task; documented, agreed and signed by all stakeholders prior to the task being performed in accordance with the agreed method/s.

Where new risks are discovered during performance of the task, the agreed method is processed in accordance with the above, prior to task performance continuing.

### **Communication and relationships**

What comes first is our genuine effort in getting to know our customer and discovering our customer's expectations. The very foundation of a successful relationship.

Only a genuine understanding of expectations and desired outcomes can be converted into a genuine communication process. That being a process of articulated communication between and including all stakeholders. The final result is the communicated and targeted delivery of our customer's expectations and positive outcomes for all stakeholders.

### **Responsiveness**

We pride ourselves in our ability to respond to the challenge – pragmatically and with velocity.

We practice velocity in every aspect of our business practices, including in our response to customer's enquiries and needs.

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## GOOD?

You could settle for good, but we insist on improving outcomes for our customers.

## BETTER?

Innovation has made us industry leaders and has provided better products and services for our customers.

## BEST!

Our Group's commitment to continued improvement provides the very best outcomes for all.

### Associations

Correct Installs understand the need for businesses to commit and contribute to social, charitable and community events. We are supportive of various charities and community projects where we consider our contribution can make a positive difference.

*"We follow up our clients to ensure we evolve from their invaluable feedback. My boss (Mark) requires me to search for anything resembling a misgiving. He says a customer's complaint is worth its weight in gold. The only one that seems to be unhappy is Mark... because I can't find his gold!"*

- Steve Burgess, Customer Support





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