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SERVICE CAPABILITY BROCHURE

# ASSET OPTIMISATION

RIDER LEVETT BUCKNALL  
MIDDLE EAST





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**RLB.com**



Independent  
privately owned  
and managed

1000+  
projects delivered worldwide

Technical  
excellence  
and innovation

140+  
office locations

3900+  
staff in the world

Client's critical friend  
helping make a difference

Rider Levett Bucknall can trace its roots back to the 18th century and in 2015 we celebrated 230 years in operation. Reflecting on our history and past success is important but we also look to the future as we deepen our offerings in cost consultancy, project management and asset optimisation services. Our ability to improve the effectiveness and value of buildings of every type, in every sector, has made us one of the most respected names in the property and construction industry. We have the combined expertise and global reach to service our clients across all of the markets they are active in.

## CONFIDENCE TODAY INSPIRES TOMORROW

With a network that covers the globe and a heritage spanning over two centuries, Rider Levett Bucknall is a leading independent organisation in cost management and quantity surveying, project and programme management, asset optimisation & building surveying, and advisory services.

Our achievements are renowned: from the early days of pioneering quantity surveying, to landmark projects such as the Sydney Opera House, HSBC Headquarters Building in Hong Kong, the 2012 London Olympic Games and City Center in Las Vegas. We continue this successful legacy with our dedication to the value, quality and sustainability of the built environment. Our innovative thinking, global reach, and flawless execution push the boundaries. Taking ambitious projects from an idea to reality.

## OUR VISION

Creating a better tomorrow

The Rider Levett Bucknall vision is to be the global leader in the market, through flawless execution, a fresh perspective and independent advice.

Our focus is to create value for our customers, through the skills and passion of our people, and to nurture strong long-term partnerships.

By fostering confidence in our customers, we empower them to bring their imagination to life, to shape the future of the built environment, and to create a better tomorrow.

## OUR VALUES

At Rider Levett Bucknall doing the right thing matters. We believe we all have a responsibility to support the communities in which we live and work. Our global values are based on these seven insights:



**People** Invest in our people and value their contribution



**Industry** Lead by example and shape the future of our industry in everything we do



**Community** Be aware of our social responsibilities and make our contribution to the community



**Environment** Be conscious of the difference we can make in creating a better tomorrow



**Customers** Challenge the norm, give fresh perspectives and deliver flawlessly



**Suppliers** Act with integrity, honesty and fairness in all our relationships



**Shareholders** Be a self-owned organisation, be financially robust, and deliver agreed financial plans

RLB Asset Optimisation offers professional/ regulatory services, project services and asset survey services; often in a combined and seamless service delivery offering.



## 1. PROFESSIONAL / REGULATORY SERVICES

### Pre-acquisition and Due Diligence Surveys

Pre-acquisition and technical due diligence surveys are generally commissioned by an individual or organisation contemplating the purchase of an interest in a property, whether leasehold or freehold, to determine factors that would influence the basic decision regarding suitability, the eventual purchase price and the works required to ensure that it is fit for the intended purpose. Our reporting formats are clear and concise, tailored to meet our individual client's requirements.

If redevelopment is the aspiration driving the acquisition of a property, RLB can also undertake a technical feasibility study, to help our clients understand the options available to them and the implications of each.

### Clerk of Works and Quality Monitoring

A technically competent Independent third-party inspection advisor helps to protect the Clients interests throughout the construction process. The early appointment of a Clerk of Works or Construction Quality Monitoring Inspector will not only benefit clients in terms of technical experience; they will also have the reassurance that their interests are being safeguarded. RLB assist our clients in ensuring that the Scope of Service offered is defined, agreed and suits the client's needs.

- Pre-Acquisition Surveys and Due Diligence
- Clerk of Works/Quality Monitoring
- Dilapidations
- Handover and Defect Liability Period Management
- Reinstatement Cost Assessment (RCA)
- Life Cycle Costing
- Fire Safety and Compliance

- Development/Project Monitoring
- Estates Rationalisation and Space Planning
- Refurbishment of Existing Buildings
- Fitting Out
- Move/Churn Management
- Strategic Asset Management
- Works Management

- Condition Surveys and Asset Management
- Measured Surveys
- Defect Analysis and Remedy
- Measured Surveys and CAD As-Builts
- Healthcare Surveys
- Education Surveys

### Dilapidations

During the period of a commercial lease, tenants are obliged to comply with repairing, statutory and redecoration obligations. We regularly act for both landlords and tenants. Tenant's Representation - In today's property market leasehold relationships between landlords and tenants require informed choices to be made regarding liability for dilapidations and service charge. Prospective and existing tenants of property should take proper advice when contemplating lease negotiations to enable the most advantageous agreements to be made.

### Handover and Defect Liability Period Management

The handover process can often be a hurried one, as the contractor attempts to fulfil all of his contractual obligations within the agreed programme and little time, if any, assigned for an effective handover. Very often this haste and the lack of effective management during the handover process, results in acceptance of inferior workmanship and poor quality as-built documentation which have a detrimental effect on the ongoing operation of the asset. It is important therefore that a clearly defined handover plan is established, managed, and executed well to achieve a successful project handover.

## Reinstatement Cost Assessment (RCA)

A reinstatement cost assessment is a professional evaluation of the costs associated with the demolition and re-construction of your asset in the event of total loss. Having an accurate RCA undertaken on your property will ensure that you have the correct level of insurance cover and will not be financially exposed in the event of a disaster. As one of the leading and most active cost consultants in the region, we draw on our wealth of construction cost data to ensure that your reinstatement value is truly reflective of the characteristics of your asset.

## Life Cycle Costing

Life cycle costing is the process of quantifying the life cycle costs associated with a constructed asset, system or component, over a defined period of analysis. Operating and maintenance costs amount to several times the initial capital cost of assets therefore it is important to factor this in when considering any capital investment. Our life cycle cost studies can be used to effectively consider alternative options, inform client's long-term asset strategy and demonstrate sustainability.

## Fire Safety & Risk Assessments

A fire risk assessment is a methodical examination of your physical asset and the operations which occur within it, with the aim of identifying potential fire hazards which could cause harm to building occupants and those situated in close proximity. Once the fire hazards and the people at risk are identified, the associated risks are evaluated, recorded for future review and measures recommended to remove or reduce such risks.

## 2. PROJECT SERVICES

### Development/Project monitoring

Drawing upon our experience and knowledge, we can provide independent certifier services where a client may be part of a joint venture with a developer / contractor or facilities management company. We act as independent certifier on such matters as quality compliance, valuations, delay, partial taking over and milestones on major new build schemes.

### Estates Rationalisation and Space Planning

A specialist service offered to owners and occupiers on strategic, macro and micro scales to maximise use of their accommodation. Based on a process of data capture including: - furniture, staffing, team numbers, spatial relationships, preparing of detailed CAD plans, 3D modelling and pre-churn

planning. Estate rationalisation can bring benefits to organisations with legacy land and property assets or expanding property requirements. A well-developed estates strategy can identify where efficiencies, income generators or capital receipts can be realised across the public and private sector.

### Refurbishment of Existing Buildings

Having made the decision to refurbish an existing building our customer has taken the first step, RLB can demonstrate a proactive approach to managing that client's needs, guiding them through the processes to provide them with the product that they want.

### Fitting Out

Fitting out works present complex and unique challenges. Requirements can include the incorporation of branding, work in existing occupied environments, multiple client/contractor interfaces, special health and safety issues, supply chain management, co-ordination of services infrastructure and high quality and bespoke specifications. We recognise that different sectors and clients have varying needs and we offer project management services that can be tailored to provide the right service level for our clients to achieve the best project outcomes.

Whether a new fit-out or refurbishment, our experienced multidisciplinary team drive the project forward safely whilst maintaining control of the budget, schedule and quality, in order to achieve the client's strategic objectives.

### Move/Churn management

A move can be required as a response to external/internal business pressures or as part of a wider business objective. Many organisations are looking to rationalise their property portfolios and utilise their existing administration accommodation more effectively. We understand that good planning, co-ordination and communication are vital in any business move. We can help you formulate and execute a move strategy which reduces downtime to a minimum and engages stakeholders, to make the transition a smooth one.

### Strategic Asset Management

To have certainty of budget expenditure, the future maintenance liabilities of the properties should be considered. This assessment will consider such matters as the condition of the construction elements, age and maintenance, location and the use of the property.

## Works Management

RLB has the qualities to provide an independent, impartial decision-making role, which in general terms includes supporting clients during pre-construction stages of the project in the provision of information and supply of documentation, supporting financial matters to include agreeing variations, certifying works and issuing certificates, co-ordinating and monitoring all phases of the project, chairing and minuting meetings and ensuring contract terms are adhered to.

## 3. ASSET SURVEY SERVICES

### Condition Surveys and Asset Management

Assets require regular maintenance in order to stay operational and in good condition. If they are not adequately maintained, they can fall into disrepair relatively quickly and create a significant financial burden if not attended to. A condition survey is a systematic process of close examination of the condition of civil and MEP elements, culminating in a report detailing the findings of the investigation. With a greater understanding of the condition of your individual assets, an accurate picture of the overall health of a property portfolio can be formed and the necessary preventative measures taken to protect the value of your investments.

Our building surveyors have an in-depth knowledge of construction and specialise in defect diagnosis and remediation, so they are uniquely suited to report accurately on the condition of your asset and the associated risks. Our condition survey instructions can be complimented by our cost estimation services, putting a monetary sum to the elements in disrepair.

### Defect Analysis and Remedy

RLB has extensive experience of building construction, which is essential for the correct identification of the defect, its cause and remedy options. We regularly use some of the latest technology to assist with the defect pathology, including infra-red cameras, borescopes and drones.

### Measured Surveys and CAD As-Builts

Having an accurate set of as-built drawings is essential for the ongoing management of an asset, as it provides a document trail which can be relied upon. Without accurate drawings, when undertaking maintenance works or more substantial projects, there can be confusion as the drawings do not match the built arrangement. When this happens, further investigation is required causing delay and unexpected costs.

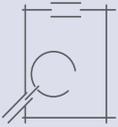
With our trusted partners, we can offer 3D scanning, drone surveys, GPR surveys and topographic surveys, providing you with as much detail as your project requires. In many circumstances we can provide a single point of contact and a cost-effective solution, avoiding the need for disproportionately large project teams and professional fees.

### Healthcare Surveys

Mirroring global best practice in the UK, we offer this service to our healthcare clients in this region who wish to demonstrate a level of excellence that differentiates them from others. Our healthcare surveys are integral to facilitate a client's understanding of the condition of the estate and its operational efficiencies. The outputs from the survey provide a sound basis for clients to have strategic and operational discussions on property issues and are a must for any strategic planning. These surveys are essential for Clients with complex estates, multiple use requirements and a need to drive improvements in their business through developing more suitable, less costly and more sustainable estates solutions. These surveys cover all key data required for clients to make informed decisions.

### Education Surveys

We recognise that the education sector in this region is challenging and very competitive. Education facilities need to be safe spaces and have the appearance of being well managed, in order to attract students. Asset condition plays a huge part in this. The better quality the condition of the asset, the more favourably parents and students will look upon the school or university. Due to the highly competitive nature of this sector, it is vital that there is a comprehensive asset strategy in place which incorporates robust financial planning. Our specialised education surveys will provide valuable information on physical condition, statutory compliance, safety, space utilisation and suitability, all of which will strengthen the effectiveness of the asset strategy. In addition to collecting our own condition data, we will assess your deferred maintenance activities, to help formulate a capital expenditure plan that utilises schools' funds efficiently, whilst maintaining the quality of your facilities.



At Rider Levett Bucknall we meet the needs of our customers through the flawless execution of our technical services.

In a changing industry, with the rise of multi-disciplinary organisations and digital disruption evolving the way we design, procure and construct a project, we believe our services should offer truly independent advice within the project environments in which we work.

We bring fresh, independent perspectives and combine our quality assured technical expertise and technology to deliver service excellence and operational efficiencies collaboratively to our industry.

We recognise that it is only through the **skill and passion** of our people that we can provide the highest standard of service to our customers, exercising professional judgement and insight – using our knowledge to the advantage of our customers.

We focus on:

- Expressing a valuable opinion
- Commenting on value added
- Enabling informed decisions

The focus on how we deliver our service carries equal importance and our formal customer service programme supports our teams to take personal ownership, be highly responsive, focus on building collaborative relationships and an understanding of the broader project environments we work within. We call this the RLB way.

We focus our services in four key areas:

- Cost Management and Quantity Surveying
- Asset Optimisation
- Project and Programme Management
- Advisory Services (including Design Management, Specification Consultancy, Strategic Facilities Management and Sustainability)

We believe in the importance of our professional associations to shape all aspects of our industry, to uphold the ethics of our professions, set evolving quality standards and attract the talent to our industry for the future. We work very closely with our professional bodies to proactively contribute to the development of our industry.

We believe that through the flawless execution of our professional advice and the skills and passion of our people, we truly enable our customers to bring their imagination to life.

# OUR SECTORS

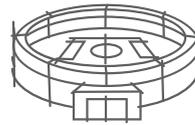


A core strength of RLB is our sector expertise. Our experts bring their technical expertise to deliver solutions for customers across a number of sectors, sharing our insight, knowledge and independent and objective advice.

We work across all sectors of the built environment with a particular focus on the following:



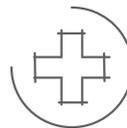
**COMMERCIAL**



**SPORT**



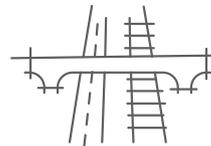
**RESIDENTIAL**



**HEALTHCARE**



**EDUCATION**



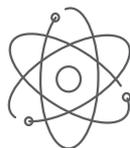
**INFRASTRUCTURE**



**RETAIL**



**DATA CENTRES**



**NUCLEAR**



**INDUSTRIAL**



**CENTRAL GOVERNMENT  
AND LOCAL AUTHORITIES**



**HOTELS, HOSPITALITY  
AND LEISURE**

Our local leadership team have over numerous years proven themselves as committed, motivated and highly capable in both technical and management roles. They are dedicated to the success of the company and strive to provide exceptional service delivery to our clients.



### **NICK CONSTANTINE, HEAD OF ASSET OPTIMISATION**

Nick is an experienced Chartered Building Surveyor who has been providing independent professional advice to clients on how to develop, maintain and refurbish their assets for over 10 years. Working for the last 6 years in the Middle East, he joined Rider Levett Bucknall in 2020 as Head of Asset Optimisation, responsible for the delivery of strategic asset improvement projects.

Nick has developed a track record of successfully delivering a wide range of projects with a dedication to improving the quality, performance and safety of built assets in the region. He has built up an international client base through his commitment to providing clients with bespoke, high quality technical services, co-ordinated to meet their specific strategic objectives.

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### **SAM GRAHAM, MANAGING DIRECTOR (UAE & QATAR)**

Sam Graham is a Managing Director of RLB in the Middle East, based in our Dubai office. He is responsible for the overall management of the regional practice with a focus on project leadership, business development and client relationships. Sam has been a Director of Rider Levett Bucknall since 2012 and is a natural leader with strong management, technical and interpersonal skills.

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### **JOHN PRIOR, MANAGING DIRECTOR (KSA)**

John Prior is the Managing Director of RLB in the Kingdom of Saudi Arabia (KSA). He is responsible for the overall direction of the business in KSA, including business development, client relations, and project leadership for public and private sector clients. John's career debuted in 1983 and he joined RLB in 1999 in the UK. His expertise covers a wide range of projects in various sectors.

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### **DEAN MANN, DIRECTOR (QATAR)**

Dean started working in the construction industry in 2000 as a Quantity Surveyor. He has worked on a varied range of schemes from high end residential to aviation and has gained valuable experience working on projects both within the UK and the Middle East. Dean is highly experienced in the complete delivery of cost management services from feasibility to project completion and is currently our Director in Qatar.

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Rider Levett Bucknall's full range of complimentary services add value through all stages of the asset life cycle from briefing through to completion, occupation and end of life. Our specialist expertise is applied to each project providing our clients with some of the most comprehensive and forward-thinking advice available.

Rider Levett Bucknall has an abundance of projects introduced throughout our global offices on an annual basis. This continual influx of projects creates a depth of experience which we believe is unequalled in our field of property and construction and is unrivalled by our competitors.

Our Asset Optimisation team provide in depth knowledge of construction, building pathology and a strong understanding of property law. The result is a service that's multi-skilled, multifaceted and responsive to your needs. We offer independent advice and ally this with a flexible and proactive approach. We understand the importance of regular two-way communication, to establish and maintain a clear sense of what is required.

RLB have embraced digitisation and we are at the forefront of using innovative procedures and technology to provide real value to our customers. We have developed a number of platforms which ensure efficiency, accuracy and a provide a fully addressable database which can be used for analysis and reporting.

The condition and performance of buildings has a huge impact on their investment potential. Are they in good repair? Has the space been well used or is there an opportunity to create more? Do they meet safety standards? And how does their construction affect running and maintenance costs? Whether you are buying, selling or running commercial property, RLB can assist in answering these questions.



# PROJECT SNAPSHOT



## TECOM BUSINESS PARKS ◀ DUBAI, UAE

CLIENT TECOM INVESTMENTS  
SERVICES DEVELOPMENT ASSET VALUATION

## SAADIYAT CULTURAL DISTRICT ▶ ABU DHABI, UAE

CLIENT DEPARTMENT OF CULTURE AND TOURISM  
SERVICES ASSET VALUATION AND COST MANAGEMENT



## ZAYED NATIONAL MUSEUM ◀ ABU DHABI, UAE

CLIENT ARABTEC  
SERVICES LIFE CYCLE COSTING



## MASDAR ESTIDAMA LIFE CYCLE COSTING ▶ ABU DHABI, UAE

CLIENT BROOKFIELD MULTIPLEX - MASDAR  
SERVICES LIFE CYCLE COSTING FOR ESTIDAMA REQUIREMENTS



# PROJECT SNAPSHOT



## JEDDAH TOWER ◀ JEDDAH, KSA

CLIENT CONFIDENTIAL  
SERVICES FUND MONITORING

## LUSAIL CITY ▶ LUSAIL, QATAR

CLIENT LUSAIL REAL ESTATE DEVELOPMENT COMPANY  
SERVICES CONDITION ASSESSMENT & REPAIR  
COST ESTIMATION



## MACQUARIE UNIVERSITY (38 ASSETS) ◀ SYDNEY, AUSTRALIA

CLIENT MACQUARIE UNIVERSITY  
SERVICES DILAPIDATION AUDIT AND CAPEX FORECAST

## MINT HOUSE HOTEL HUDSON YARDS ▶ NEW YORK, USA

CLIENT VALENS WEALTH MANAGEMENT  
SERVICES PROJECT MONITORING



# PROJECT SNAPSHOT



## IBV VAULT SHOP FIT OUT ◀ DUBAI, UAE

**CLIENT** IBV GROUP  
**SERVICES** PROJECT MANAGEMENT & COST MANAGEMENT

## ROYAL MAIL GROUP ▶ VARIOUS, UK

**CLIENT** ROYAL MAIL GROUP LTD.  
**SERVICES** BUILDING SURVEYING, PROJECT MANAGEMENT, H&S



## CADMAN BUILDING ◀ STAFFORDSHIRE UNIVERSITY, UK

**CLIENT** EDUCATION & SKILLS FUNDING AGENCY, DEPARTMENT FOR EDUCATION  
**SERVICES** PROJECT MANAGEMENT, QUANTITY SURVEYING, ADVISORY



## THE OCTAGON, 110 GEORGE STREET ▶ SYDNEY, AUSTRALIA

**CLIENT** CONFIDENTIAL  
**SERVICES** DUE DILIGENCE



# PROJECT SNAPSHOT



## PARAMOUNT (HONG KONG INVESTORS GROUP) ◀ LIVERPOOL, UK

CLIENT          PARAMOUNT INVESTORS GROUP  
SERVICES        TECHNICAL DUE DILIGENCE

## REDLANDS SCHOOL (14 BUILDINGS) ▶ SYDNEY, AUSTRALIA

CLIENT          REDLANDS SCHOOL  
SERVICES        PROJECT MANAGEMENT, BUILDING SURVEYING



## LABS CO-WORKING ◀ LONDON, UK

CLIENT          TSK GROUP  
SERVICES        COST MANAGEMENT, PROJECT MANAGEMENT

## DEUTSCHE BANK ▶ LONDON, UK

CLIENT          DEUTSCHE BANK GROUP  
SERVICES        COST MANAGEMENT, PROJECT MANAGEMENT, DUE DILIGENCE



# OUR DIGITAL TECHNOLOGY PLATFORMS



## OUR VISION

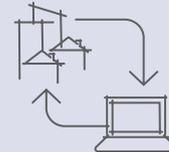
To be the global leader in the market, through flawless execution, a fresh perspective and independent advice.

Our digital services enable our people to be the best they can be and deliver service excellence through digital tools.

## KEY BENEFITS



**Flexibility**  
Tailored to Client needs



**BIM Interface**



**Efficiencies**  
Up to 75% more efficient than manual report production



**Expertise**  
50+ years of combined delivery team experience

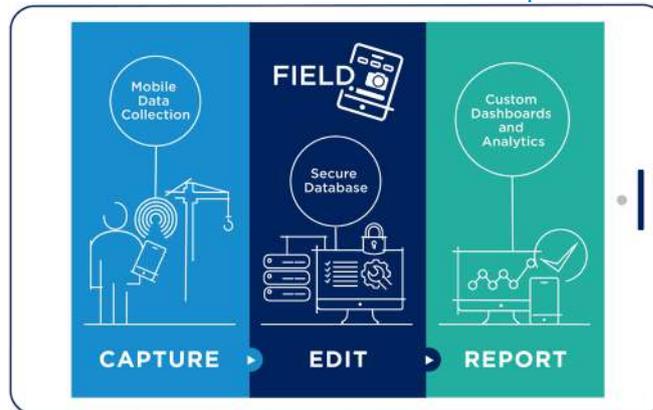
## OUR DIGITAL SERVICES INCLUDE

### RLB FIELD

Our in-house tablet/mobile application provides our surveyors and project managers with the ability to capture client data live on site via electronic forms.

Field focuses on three objectives:

1. Enhance the productivity of users through the replacement of document production
2. Provide a consistent method of data capture
3. Capture accurate client data for future analysis



2 million+ records submitted

750+ electronic forms developed

1 million+ photographs captured

### RLB FOCUS

Our cloud-based reporting tool combines data from multiple sources and presents the analysis as a series of simplified interactive dashboards. Focus provides:

- User interaction via responsive visuals so you can explore and interrogate your data
- Live reporting of data captured on site from Field/other data sources
- Better responsiveness to emergent issues
- Multi-level project & programme reporting



# OUR DIGITAL TECHNOLOGY PLATFORMS



## LIFE

Forward-thinking organizations are taking proactive measures to use their resources wisely.

With a heightened interest in project solutions which maximize performance, enhance value, and minimize environmental impact, building owners and managers must find the right balance between initial capital cost and long-term operation and maintenance costs.

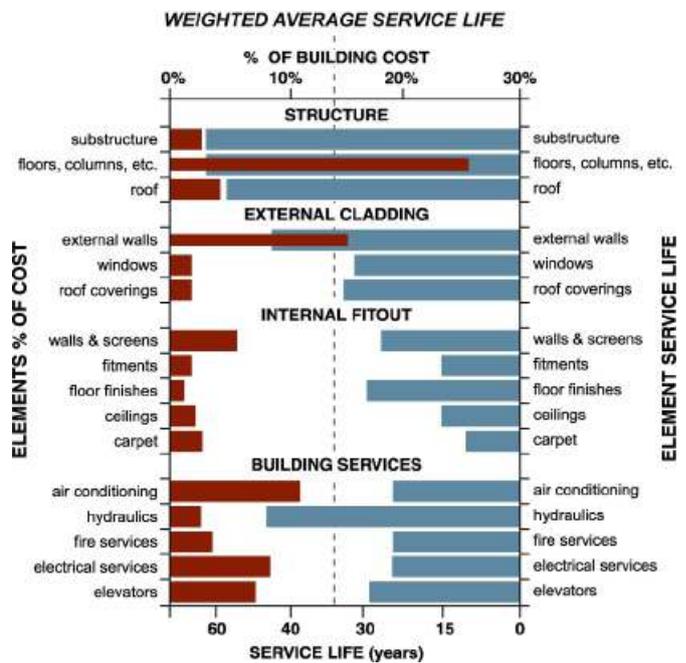


Rider Levett Bucknall|Life addresses this need by providing building owners and managers with new tools, methods, and information, allowing them to make well-informed decisions that represent their best long-term financial and sustainable interests.

## RELIFING®

Rider Levett Bucknall's proprietary RELifing® service is a mathematically-based methodology to help building owners capture the remaining value and extend the life of their buildings after years of service.

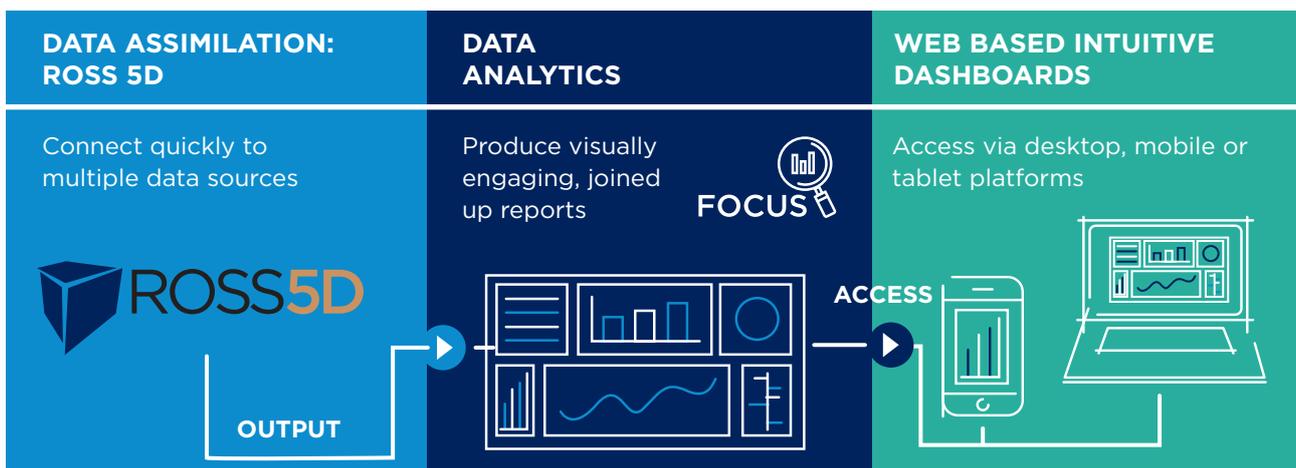
RELifing® determines the 'useful life' of a building by analyzing the cost and service life of its various components and then calculating the total life expectancy or Weighted Average Service Life (WASL) RELifing® then analyzes and prices the recommendations for maintenance, upgrades, renovation, and replacement of various building components necessary to extend the building's life expectancy to certain milestones. When this analysis is compared with the cost to build new, owners are presented with a quantitative tool to determine which investment option will make the best use of functional and financial resources.



## ROSS 5D

ROSS 5D uses concepts of modularity to build a working cost model of the project. Complete costings are prepared from minimal project information and continually improved and refined as the project design develops.

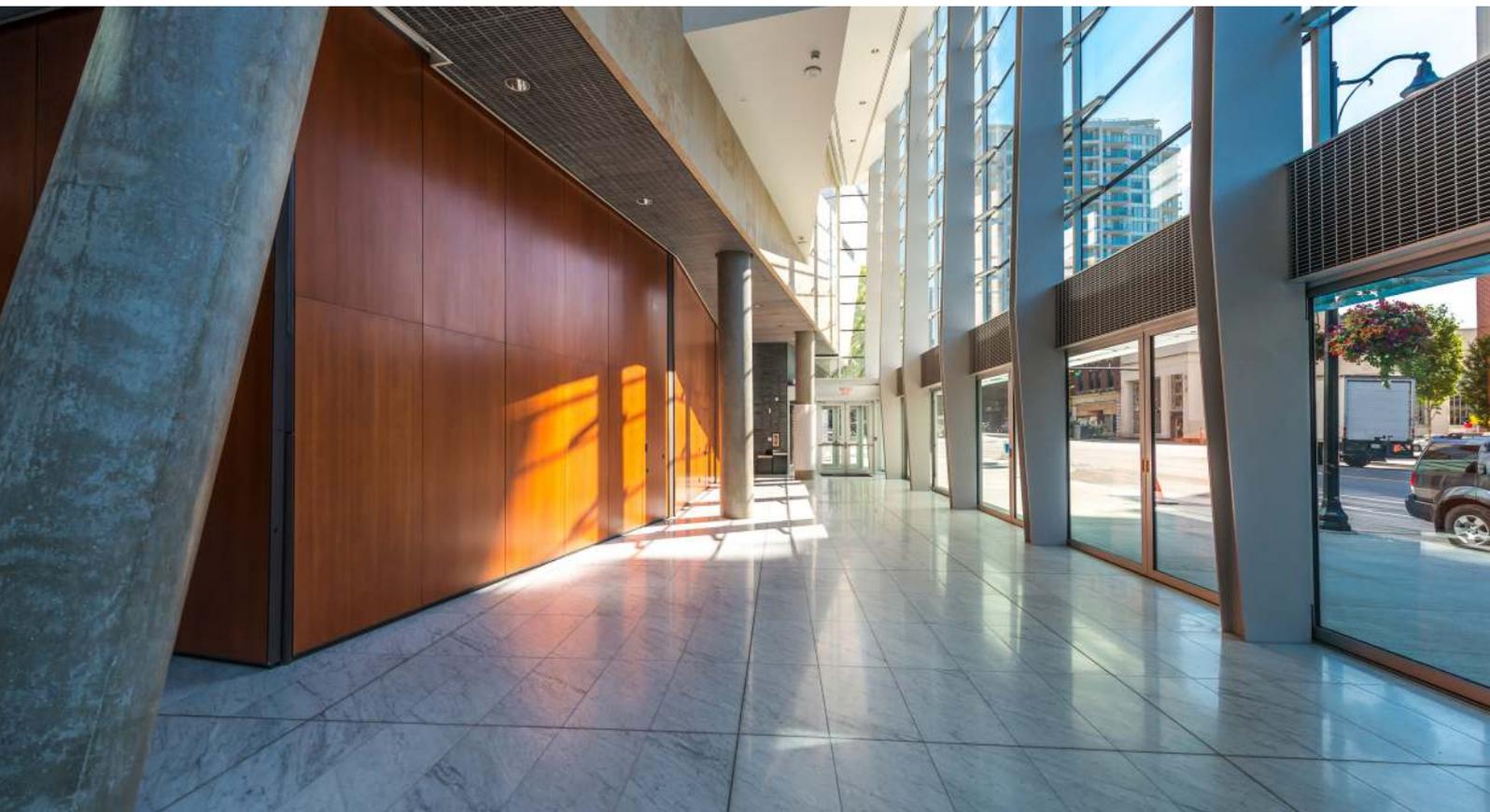
The cost model makes it easy to analyse alternative scenarios, adding value and helping clients deliver efficient, cost effective outcomes.



Rider Levett Bucknall has achieved ISO 9001:2015 accreditation and certification. As a leading professional service provider, Rider Levett Bucknall approaches Quality Assurance (QA) as a fundamental requirement to normal operating procedures. The aim of our QA program is to enhance effectiveness throughout all aspects of our business to ensure Client expectations are fully satisfied.

RLB's approach to QA is aligned with our corporate culture, emphasising continuous improvement in operational efficiency, service delivery and best practice. Our QA management framework consists of:

- Communications and training to enable effective participation and compliance with QA systems
- Established procedures for carrying out potential conflicts of interest checks prior to accepting any assignment
- Detailed procedures for the identification of major risks to be addressed and QA checks that have to be undertaken as part of our final clearance processes before issuing formal advice
- Allocation of clear roles and responsibilities for each team member
- Engagement of a Director with overall responsibility for direction and coordination of the projects including all aspects of QA
- Engagement of a Manager/Associate with day to day responsibility for all technical, management and administrative project issues
- An established peer review process throughout our project involvement
- Regular internal and external audits



As an independent global practice of consultants, Corporate Responsibility is at the core of our values, and is firmly anchored in our corporate culture. At Rider Levett Bucknall, we understand this involves more than just making grand promises. We engage and consult with our staff, suppliers, clients, insurers, local communities and other key stakeholders. We know that doing the right thing matters. We go beyond just saying so – we go on to prove it.

## PEOPLE

At Rider Levett Bucknall, we value and respect the unique contributions of people with diverse backgrounds, experiences and perspectives, to provide exceptional customer service to an equally diverse clientele.

We value our people, and show this by encouraging development, by recognising achievement, and by looking after all aspects of their wellbeing.

We invest in initiatives to help employees grow and excel. These include learning and development opportunities tailored to different life and career stages, and opportunities to work in other parts of our global network to experience different cultures first hand.

Rider Levett Bucknall's 'People' vision is 'to be a company made up of engaged, motivated, flexible, diverse, competent employees, who effectively support client needs and are a key part in developing the business.'

## MARKETPLACE

As an industry leader, Rider Levett Bucknall plays a key role in raising awareness of Corporate Responsibility in the wider construction and property arena. Our staff play leading roles in the profession, actively participating in professional institutions, research and development projects and teaching at universities.

As a customer-centric firm, we place our customers at the heart of how we run our business, ensuring they are treated fairly. It is only through their trust that we are able to maintain a sustainable business.

We communicate, consult and engage with our customers regularly and extensively on an informal basis. This is supported by a formal biannual engagement process.

We also understand that we can learn from the knowledge and experience in our own supply chain. We regularly evaluate feedback to support our drive for continual improvement and shared learning.

## ENVIRONMENT

We recognise that the environment is a key aspect of Corporate Responsibility. We are conscious that our commercial activities, and the advice that we give our customers, carries environmental consequences. We are committed to minimizing adverse environmental impacts and maximizing the opportunities for environmental enhancements, in both our own internal practices and in the advice we give to our clients.

Significant parts of the business are ISO14001-certified, and we continue implementing improvement projects:

- Our leadership in RElifying® demonstrates our commitment to creating a sustainable environment
- Our whole-life costing approach helps customers reduce their carbon footprint
- Our influence on design and construction processes reduces landfill waste
- Our development of environmentally aware procurement processes benefits customers
- Our internal processes help reduce our carbon footprint

## COMMUNITY

Rider Levett Bucknall is dedicated to working with our local communities, and supporting charitable activities to achieve social and environmental benefits:

- Support: Giving staff the time and the means to become involved in charitable/community activities
- Recognition: Presenting an award to staff for outstanding achievements
- Reward: Offering staff prizes to demonstrate our appreciation for their efforts

# RLB GLOBAL NETWORK

## AFRICA

Botswana  
Gaborone  
Mauritius  
Saint Pierre  
Mozambique  
Maputo  
South Africa  
Cape Town  
Durban  
Johannesburg  
Pretoria  
Stellenbosch

## ASIA

### NORTH ASIA

Beijing  
Chengdu  
Chongqing  
Dalian  
Guangzhou  
Guiyang  
Haikou  
Hangzhou  
Hong Kong  
Jeju  
Macau  
Nanjing  
Nanning  
Seoul  
Shanghai  
Shenyang  
Shenzhen  
Tianjin  
Wuhan  
Wuxi  
Xiamen  
Xian  
Zhuhai

### SOUTH ASIA

Bacolod  
Bohol  
Cagayan de Oro  
Cebu  
Davao  
Ho Chi Minh City  
Iloilo  
Jakarta  
Kuala Lumpur  
Laguna  
Metro Manila  
Singapore  
Yangon

## OCEANIA

### AUSTRALIA

Adelaide  
Brisbane  
Cairns  
Canberra  
Coffs Harbour  
Darwin  
Gold Coast  
Melbourne  
Newcastle  
Perth  
Sunshine Coast  
Sydney  
Townsville

### NEW ZEALAND

Auckland  
Christchurch  
Hamilton  
Palmerston North  
Queenstown  
Tauranga  
Wellington

### Americas

## CARIBBEAN

Barbados  
Cayman Islands  
St. Lucia

## NORTH AMERICA

Austin  
Boston  
Calgary  
Chicago  
Denver  
Hilo  
Honolulu  
Las Vegas  
Los Angeles  
Maui  
New York  
Orlando  
Phoenix  
Portland  
San Francisco  
San Jose  
Seattle  
Toronto  
Tucson  
Waikoloa  
Washington DC

## EUROPE

United Kingdom  
Birmingham  
Bristol  
Cumbria  
Leeds  
Liverpool  
London  
Manchester  
Sheffield  
Thames Valley

### Warrington/Birchwood

## RLB | EURO ALLIANCE

Austria  
Belgium  
Bulgaria  
Croatia  
Czech Republic  
Denmark  
Finland  
France  
Germany  
Greece  
Hungary  
Ireland  
Italy  
Luxembourg  
Montenegro  
Netherlands  
Norway  
Poland  
Portugal  
Russia  
Serbia  
Spain  
Sweden  
Turkey

## MIDDLE EAST

### QATAR

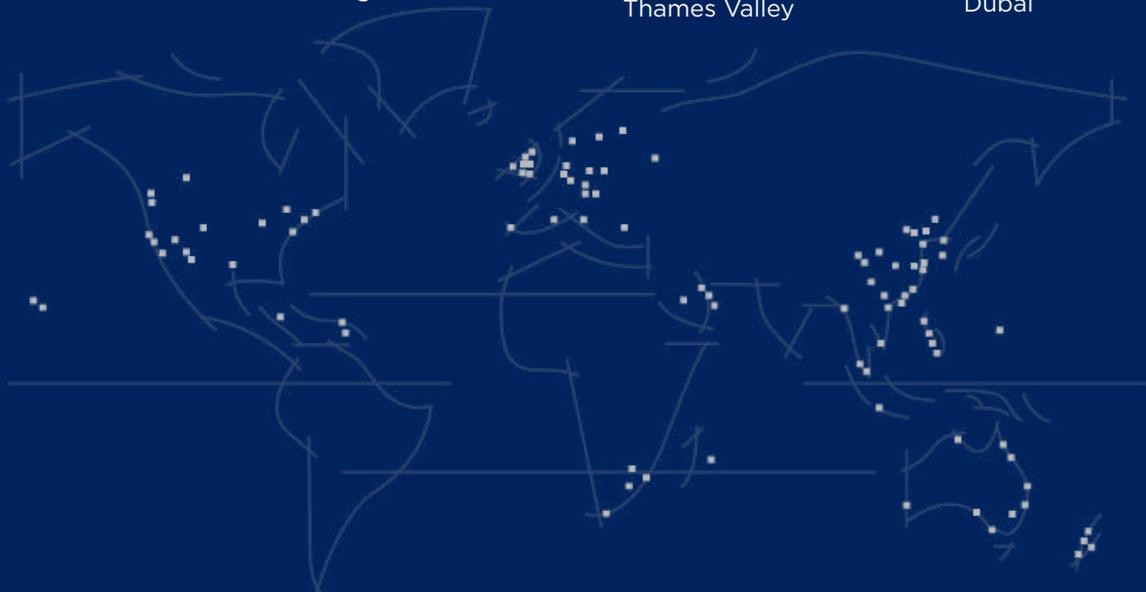
Doha

### SAUDI ARABIA

Riyadh

### UNITED ARAB EMIRATES

Abu Dhabi  
Dubai



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AFRICA | AMERICAS | ASIA | EUROPE | MIDDLE EAST | OCEANIA

