



# CAPABILITY STATEMENT

WELCOME TO YOUR NEW SPACE

[oranacommercial.com.au](http://oranacommercial.com.au)

Orana respectfully acknowledges the traditional owners of this land and pays respects to Elders, past, present and future. The heritage, culture and diversity of all Aboriginal and Torres Strait Islander people is recognised and valued.

# Our Story

**Orana** is the first national Indigenous commercial relocation company in Australia, and acknowledges Traditional Owners, their heritage, customs, culture and connection to the land.

Meaning **'welcome'** in the Wiradjuri language, the relocation teams at Orana will do everything possible to make our clients feel welcome in their new space.

Established in 2018, Orana is jointly owned by Blue Lion's Managing Director **Jason Baird**, and long-time Indigenous employee **Charlie Maynard**, who together have a combined industry experience of **over 50 years**. With operations across all states Orana aims to make your next commercial relocation a seamless experience for your organisation.

**Charlie Maynard** is the Indigenous Director and Project Manager for Orana. He has over 25 years' experience in the removal industry delivering moving and storage solutions to numerous corporate clients.



**Proud Winner - Removalist of the Year 2018  
Australian Furniture Removals Association**

# About Orana

At Orana, **our clients are at the heart of everything we do.**

Our **Purpose** is to create a great experience for our clients and our people.

Our **Vision** is to deliver the highest possible service delivery standards whilst **'closing the gap'** between Indigenous and non-Indigenous communities and help break the cycle of unemployment for Aboriginal and Torres Strait Islander people in the communities in which we operate.

## Our business is founded on four pillars:



### Safety

Zero Harm is embedded in Orana's culture and is fundamental to our future success.



### Relationships

We collaborate to build and sustain enduring relationships based on trust and integrity.



### Delivery

We drive operational excellence by delivering on our promises with safe, agile, cost effective solutions.



### Employee Value

Reward, recognise and celebrate success within a safe, engaged and diverse workplace.

# Our People

We attract and retain the best people and are a diverse, engaged and values-driven workplace.

In full recognition that the rate of Indigenous unemployment is unacceptable, we create sustainable employment opportunities for **Indigenous people nationally**. We offer mentoring, training, and pathways to upskill Indigenous recruits across a range of areas from entry level to professional roles.

All Orana employees are **reference and police checked** and are required to complete a rigorous training and compliance program when they start with us. Our training is centered on **customer excellence**, designed to enhance the client experience during the relocation process, and we operate under a strict policy of “no induction – no start”. We put the right people in front of your people and are proud to say we have some of the most **highly skilled employees** in the industry.



We take your move seriously. All senior Orana staff provide **24/7 back up and support.**



As a Supply Nation Registered business Orana supports Government and corporate clients to achieve their social inclusion and procurement targets.

We are committed to **providing opportunities** within our supply chain for other Indigenous businesses.

We have commenced our reconciliation journey to create our Reflect Plan. This plan sets out the steps we will take as an organisation and help us build the foundation for reconciliation initiatives.

# The Orana Strategy

Our **business strategy** is straight forward – our clients are at the heart of everything we do. Our tested commercial relocation solutions have built in **risk mitigation** processes that are benchmarked from lessons learned and industry standards. As a specialist organisation, we focus on quality, not turnover of work, and most importantly we offer an **end-to-end service** designed to keep your business operating as normal – regardless of size or complexity.

## Key Capabilities

- ✓ Relocation Project Management
- ✓ Staff Relocations
- ✓ Secure Pack and Relocation
- ✓ Furniture, Fittings and Equipment
- ✓ Technology Installation
- ✓ Library and File Relocations
- ✓ Consultancy
- ✓ Hospital and Laboratory Relocations
- ✓ Logistics and Storage
- ✓ Asset Management and Tracking
- ✓ E-Waste Management
- ✓ Property Services
- ✓ Warehouse Relocations
- ✓ Storage Audits

## Auxiliary Services

- ✓ Security Cleans
- ✓ Minor Works and Make Goods
- ✓ Barcode Labelling
- ✓ Courier Services
- ✓ Auction and Disposal Services
- ✓ RRR (Reduce, Recycle and Redistribute)
- ✓ Secure Destruction
- ✓ Concierge Services

Our clients are from a diverse range of industry sectors:



Education



Government



Health



Legal & Finance

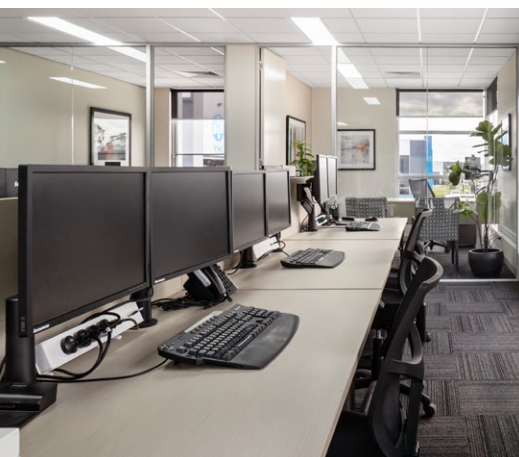


Business & Industry

# Office and Commercial Relocations

Orana is a **full-service relocation** business. Our depth of capability means while you focus on achieving the best outcomes for your business, Orana will solve all your relocation needs.

We deliver a seamless end-to-end office or commercial relocation solution tailored to your organisation's specific requirements and timeframes. Using **specialist vehicles and equipment** we provide all **crates and packing materials** and will assign a dedicated Project Manager to oversee your relocation, giving you a single point of contact.



## Technology

Orana's IT Technology team provide **integrated IT solutions** and complete project management as part of our overall move package. Our **specialised technicians** are fully trained to assist both small and large businesses relocating, and we have vast experience in the installation of both Activity Based Workspace and traditional Desktop IT environments. Through this experience, we have developed processes and procedures to eliminate down time whilst providing a **cost-effective installation** option for your new tenancy or floor configuration.



## Furniture, Fixtures & Equipment

Orana is your single point of contact to **supply, deliver and install** a wide range of innovative and quality furniture, fixtures and equipment. Our Project Managers will provide a comprehensive schedule to suit your Commercial Fit-out needs. With capacity to hold goods off site, a dedicated fleet of delivery vehicles, and trained installation specialists – our **FF&E solution couldn't be simpler**.

# Project Delivery

At Orana we understand no two moves are identical and do not operate under a “one size fits all” approach. Orana’s commitment to quality provides our clients with the assurance that our **robust management systems** and standards meet business, legal, regulatory and community needs.

Our relocation framework has been refined over years of experience, and a relentless client driven focus of continuous improvement. Our senior **Project Managers** become part of your team and will tailor a cost effective, efficient solution that suits your project timeframe using our best-practice **five-phase approach**.

## A tailored framework to meet the needs of every project.

### Initiate

- Site Audit
- Scope
- Estimation
- Safety and risk analysis

### Plan

- Work schedule
- Resource planning and scheduling
- Deliverable reviews and meeting
- Safety Plan
- Approval

### Execute

- Budget management
- Timeline management
- Risk management
- Quality management

### Control

- Team performance
- Timelines
- Quality of deliverables

### Close Out

- Post move support
- Completion sign off
- Reporting

As a trusted services partner, with a commitment to **tailoring solutions** to meet the needs of your business, our aim is to develop **long term relationships** and clients for life.



At Orana, our culture is underpinned by our company purpose – to provide a great employee and client experience. Safety and sustainability in the workplace are fundamental to our success now, and into the future.

Our number one priority is the **health and safety** of our people, our clients and our community.



**Core safety beliefs:**

Every harm is preventable • If it isn't safe don't do it • No induction – no start

**Sustainability:**

We are committed to reducing our environmental footprint and our main philosophy is reuse, recycle and repurpose. We continuously review every aspect of our operations from procurement, vehicle maintenance schedules, to our waste disposal methods. All changes to best practice methods are adopted.



# Orana Commercial

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