



Company Profile

Cover page

Mechanical Plumbing Group Pty Ltd
Phone: 02 9456 6798

Web: www.mpgr.com.au
Email: accounts@mpgr.com.au

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1. What MPG stands for

Our Mission

Here at MPG, we are committed to delivering excellence in everything we do. We deliver the most professional, efficient and cost-effective mechanical plumbing service in a safe and sustainable manner.

Since our business was established in 2000, we have developed a solid reputation for quality workmanship, priding ourselves on our attention to detail and ability to offer innovative solutions when issues arise.

Our experienced and reliable team are committed to bringing out the best in each other, and working in harmony with other trades.

We prioritise clear and effective communication with our clients, enabling us to establish strong working relationships and produce the best possible outcomes on every project. Our goal is to exceed our client's expectations at all times.

Our Core Values

- Use open communication to build good rapport with all our clients
- Provide value-for-money service at all times
- Maintain a relationship of trust and integrity within our team
- Ensure the safety of our team members, our clients and the public
- Operate a clean and tidy worksite at all times
- Maintain healthy ongoing business relationships with our valued clients

Our Vision

Our vision is to harness our team's collective expertise and passion so that we may continually produce outstanding work; always deliver our services in a timely, reliable and safe manner; and constantly innovate so that we know we are producing the best possible outcomes for our clients.

2. Capability Statement

Main Business Activities and Industries We Serve

We provide mechanical plumbing and rigging services to major commercial air conditioning companies.

Services We Provide

We provide the full range of mechanical plumbing and rigging services:

- Installation of chillers, pumps, cooling towers and boilers
- Upgrade of chilled water, condenser water and hot water
- Copper, stainless steel and steel pipe welding
- Rigging of chillers and pumps into position
- Contractual services

Our Firm's Approach

We prefer to run our jobs smoothly, with minimal interruptions to tenancies and clients. We are reliable, on time and produce quality work, requiring minimal or no supervision.

Preferred Type of Business

- Commercial air conditioning companies
- HVAC & mechanical plumbing services

Key People

Without a doubt, our people are our most valuable asset. Our aim is to combine our collective knowledge and experience to produce outstanding results for our clients.

David Milner – Director

During his 22 years in the trade, licensed plumber and Director of MPG, David Milner, has developed a strong client focus. He prides himself on establishing and maintaining solid working relationships, both within the team and with our clients.

David is well qualified to manage the day-to-day operations of the business, quote on future jobs, overseeing current jobs and even works on the tools himself. He enjoys the satisfaction of admiring a finished job, with MPG's signature of neat, tidy, quality workmanship.

David always ensures MPG's jobs run smoothly and cause minimal disruption. He works hard to achieve the best results for our clients, every time.

Wade Rodgers – Project Manager

As Project Manager for MPG, Wade's role involves running jobs, organising materials, liaising with sub-contractors and supervising staff. He approaches these tasks in a highly professional manner.

MPG's clients benefit from Wade's combination of knowledge, skill and the pride he takes in his quality workmanship. He is a qualified boilermaker and licensed rigger with over 20 years' experience on the job.

Wade enjoys the diversity of his role, where every day is different, always a challenge and always interesting.

Our Specialist Capabilities

- Mechanical pipework
- Rigging
- Working in confined spaces

Geographic Area of Operation

We currently operate throughout:

- Metropolitan Sydney
- Regional New South Wales
- Australian Capital Territory

Training & Skills

The MPG team aim to maximise our skills, expertise and efficiency at all times. We are qualified in the following areas:

- Plumbing
- Rigging
- TIG Welding
- MMA Welding
- Confined space tickets

3. Track Record

Leading Projects Completed

In recent years, we've worked on a variety of projects. Our scope of work includes, but is not limited to these projects.

To illustrate our capabilities, following is a sample of our recently completed and current projects:

- Concord Hospital, Concord – 2011 – Chiller replacement
- Inaburra High School – 2012 – FCU unit's installation
- Mater Hospital, Crows Nest – 2014 – 3 chillers, 6 pumps upgrade
- Castle Hill Towers Shopping Centre – 2014 – JB HiFi/Aldi plant upgrade
- 52 Philip Street, Sydney – 2014 – Chiller and plant upgrade
- Australia Post, Strathfield – 2015 – 3 Chillers, 3 cooling towers, 6 pumps – replacement & upgrade
- Westfield Chatswood – 2015 – Pac unit's installation
- 2 Park Street, Sydney – 2015 – Chiller & pump installation
- AMP Building, 33 Alfred Street, Sydney – Maintain trash screens on seawall (underwater)

Delivery Performance and Reliability

We are acutely aware that project timeliness and deadlines are vital to our clients, particularly where third parties, such as commercial tenants, are involved.

We pride ourselves in being dependable, reliable and delivering our projects on time. In fact, to date, we have a 100 percent on-time track record, which we definitely plan to uphold.

4. Risk Management

WHS Compliance

Safety is the number one priority at MPG – we take it very seriously. We always seek to minimise the risk of injury and potential project downtime.

We are fully compliant with strict government and workplace safety regulations.

We have our own SWMS, hold weekly toolbox talks and daily pre-start meetings to ensure everyone on our team complies with WHS requirements.

Work Health & Safety Australia Pty Ltd are our safety advisors, delivering safety training to our team on a regular basis and ensuring we are up-to-date with the latest procedures and requirements.

MPG provides assurance to both our clients and staff that safety is at the forefront of our company.

Insurances

We currently hold the following insurances:

- Public Liability
- Property Insurance
- Work Cover

Insurance cover amounts and other policy details are available upon request.

5. Customer Service

Communication

We believe communication is a vital component of our client relationships. Keeping customers and other trades “in the loop” helps jobs to run smoothly and can eradicate potential issues.

Depending on the client’s requirements, we use phone and email, as well as text when appropriate, to communicate with our clients. Communication is mostly every day, depending on the job at hand.

Continuous Improvement and Innovation

As best practice changes, so do we. In order to keep up-to-date with current and emerging knowledge and products, we continually train our staff. This ensures we are able to deliver the most efficient service possible, in the most cost-effective way.

6. Testimonials

“I have used mechanical plumbers over the last 20years for HVAC retrofit of existing and installation of new HVAC plumbing. I have had the privilege of working with Milner Mechanical Plumbing (now Mechanical Plumbing Group) over five years. Since we carried out our first project together, we have not had the need to use any other company.

The majority of our projects have been time-sensitive, requiring highly skilled professionals, as well as having to adapt on the run to work in with adjusted timelines and also other trades.

MPG has been able to provide the manpower to perform the work and meet the schedules on every project, while exceeding the owner's/builders expectations in most instances.

With corporate fit-outs, there has to be a high degree of professionalism, as tenanted staff can still be working on the floor. This is where you need a contractor who can carry out these requirements with minimal mess and efficiency. This is just another reason why I wouldn't hesitate in recommending MPG to any other company.”

Adrian Gins

Managing Director, Genuine Air Conditioning Services Pty Ltd 0481 060 040

“I have used MPG over several projects in the installation of new HVAC mechanical plumbing. We have always finished on time, with no fuss to the end-users, builders or impeding any other trades.

The work has always been conducted in a professional manner, as well as having to work outside of the original scope of works, in order to work in with other trades.

As a direct contractor to our installation and repairs works, we have found all staff of MPG are punctual, neat and tidy, which helps ensure a professional company image for their company, as well as ours.

I would recommend MPG to any other builder or mechanical contractor without hesitation.”

Kris Dickerson

Director at K Dickerson Air Conditioning Services

7. Company & Contact details

Full company name: Mechanical Plumbing Group Pty Ltd

ABN: 71 204 671 192

Plumbing license no.: 174147c

Postal address: 121 Woodcourt Road, Berowra Heights NSW 2082

Office phone number: (02) 9546 6798

Mobile: 0438 525 359 - David

Email address: accounts@mpgr.com.au

Website address: www.mpgr.com.au

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