



Capability Statement



QUALITY • SERVICE • RELIABILITY

CUSTOM FITOUTS • COMMERCIAL INTERIORS



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1.Executive Summary	3
2.History	5
3.Company Overview	6
4.Industries we serve	8
5.Core Values	12
6.Systems	13
7.Sustainability	15
8.Key Partners	16
9.Feature Projects	17

"Our mission is to consistently deliver exceptional-quality workmanship, real value for money, and reliable service that exceeds client expectations—every time."



Whytehall Services is an Australian-owned commercial fit-out and joinery company with over 50 years of industry experience. Based in Melbourne, our head office supports operations across all states and territories, with the company holding commercial building licenses nationally.

We specialise in high-quality, custom interiors for the **retail, medical, hospitality, financial, and commercial** sectors. Our services cover full project management, in-house joinery manufacturing, and end-to-end fit-out delivery. Whether working on national rollouts or one-off builds, Whytehall is known for practical solutions, on-time delivery, and consistent quality.



Core Services:

- **Custom Joinery:** Designing and manufacturing high-quality, functional joinery tailored to specific client needs.
- **Commercial Interiors:** Developing bespoke fit-outs that align with a business's unique requirements.
- **Project Management:** Overseeing projects from inception to completion, ensuring timely delivery and adherence to quality standards.



Industry Sectors:

- Retail:** Projects include fit-outs for brands like Dolce & Gabbana, Cotton On, and Australia Post.
- Hospitality:** Creating inviting spaces for restaurants, cafes, and other hospitality venues.
- Medical & Pharmaceutical:** Designing and constructing pharmacies and medical clinics, such as the Amcal+ Life Clinic in Burwood One.
- Financial:** Developing interiors for banks and financial institutions.
- Commercial Interiors:** Tailoring office and commercial spaces to enhance functionality and aesthetics.



Achievements and Strengths:

- Extensive Experience:** With a history dating back to 1946, Whytehall has evolved into a premier custom commercial interior specialist in Australia.
- Nationwide Operations:** Holding commercial building licenses across all Australian states, they can manage and execute projects nationwide.
- Client Satisfaction:** Long-standing relationships with clients like the Quality Pharmacy Group highlight their commitment to delivering projects on time and within budget.
- Technological Integration:** Utilizing advanced CNC machinery and precision manufacturing techniques to ensure high-quality outcomes.





Since our humble beginnings over 50 years ago we have grown to be one of Australia's best resourced commercial shopfitter.

Today we bring our experience, knowledge and passion to every project and are known by our clients for going the extra mile to ensure each project is completed to the highest level.

About Whytehall – Company Overview / History

Established in 1946 by Len and May Whyte as L.L. Whyte Builders, Whytehall has evolved from a humble maintenance business into one of Australia's premier commercial interior specialists.

In 1967, Ken and Elaine Hall joined their uncle Len to form Whytehall Shopfitters Pty Ltd, marking the beginning of a family legacy that has spanned over five decades.

From our first office in Elsternwick to our current 3,300-square-meter facility in Clayton, we have consistently delivered high-quality fit-outs across various sectors.

Our journey includes significant milestones such as fitting out the first Kmart store in Burwood in 1969 and expanding our operations to accommodate growing client demands.

Throughout our history, we have maintained a commitment to excellence, ensuring that each project reflects our dedication to quality and client satisfaction.

Today, Whytehall remains a 100% Australian-owned company, combining traditional craftsmanship with modern techniques to deliver exceptional commercial interiors.



Whytehall Services – Company Overview

Business Name: Whytehall Services Pty Ltd

ABN: 69 004 695 256

ACN: 004 695 256

Year Established: 1967

Ownership Structure: Privately owned Australian company

Number of Employees: 50+ direct staff

Annual Turnover \$33M

Business Structure

Whytehall Services is a nationally operating commercial fit-out and joinery company with more than five decades of experience delivering tailored interior solutions across Australia. We're known for our in-house capabilities that span the entire project lifecycle—from design and manufacture to final installation. Our business is built on the foundations of craftsmanship, reliability, and service. Whether working as head contractors, subcontractors, or joinery suppliers, we deliver high-quality results with consistency. Our clients span a range of industries, including retail, hospitality, medical, corporate, and financial services, and many have worked with us on repeat projects over the years.

We are fully licensed to operate in all Australian states and territories, with the systems, personnel, and flexibility to handle complex, multi-site national rollouts or bespoke one-off projects.

Locations

Head Office & Joinery Facility:

10, 126-134 Fairbank Rd, Clayton Sth

Our purpose-built facility houses our offices, design team, and full-scale workshop. The site includes CNC machining, custom cabinetry stations, and finishing bays to support complex joinery production.

Operations:

We manage projects across Australia using remote project teams, mobile reporting systems, and a nationwide network of reliable subcontractors and suppliers. This gives us the reach and responsiveness to work effectively across metro, regional, and remote locations.



Key Personnel

Ian Hall – Managing Director

Victor Lillyman– Project Director

Emil Leucuta– Estimating Manager

Nick Bell– Business Development

Yin Luo– Finance & Administration

Additional PMs, Designers, Cabinet Makers, and Site Supervisors as part of a 50+ person team



Core Capabilities

Full-scope commercial fit-outs
(design to delivery)

Custom joinery manufacturing

National rollout programs

Live environment refurbishments

Design documentation and value engineering

Site supervision and project coordination

Fast-track project delivery



Licences & Insurances

Commercial Builder Licences – Registered in all Australian states and territories

Public Liability Insurance – \$20 million

Workers Compensation – Fully compliant

Occupational Health & Safety Systems – Independently audited

ISO Compliance – Internal systems aligned with ISO standards for quality and safety



Contact Details

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Industries We Serve

Banking & Finance

Building secure, high-quality spaces that reflect trust and innovation. We bring banking and finance environments to life with precision and care. Working from detailed design briefs, we construct modern, open-plan spaces that align with industry trends and client expectations. Our focus is on delivering quality finishes that reflect professionalism, enhance customer experience, and support evolving service models.



Construction

Complex builds delivered with attention to detail and consistency. We collaborate with builders and project managers to execute construction projects that demand craftsmanship, reliability, and accountability. Our strength lies in handling challenging builds with multiple custom elements—executed to spec, on time, and to the highest standard of finish.



Retail

Consistent, scalable fit-outs that reflect brand identity.

We understand the importance of brand presentation in retail environments. Our team delivers retail spaces that are true to concept and built to handle the demands of customer traffic, product display, and fast rollouts. Every fit-out is completed with consistency, quality, and attention to the client's brand guidelines



Hospitality

Creating inviting spaces that match the energy and vision of each venue.

From casual dining to premium hospitality venues, we deliver fit-outs that bring designers' concepts to life. Our work enhances atmosphere, durability, and service flow—ensuring the final product is not only visually striking but also built for high-performance day-to-day operations.



Medical & Pharmaceutical

Precision-built spaces that support care and efficiency.

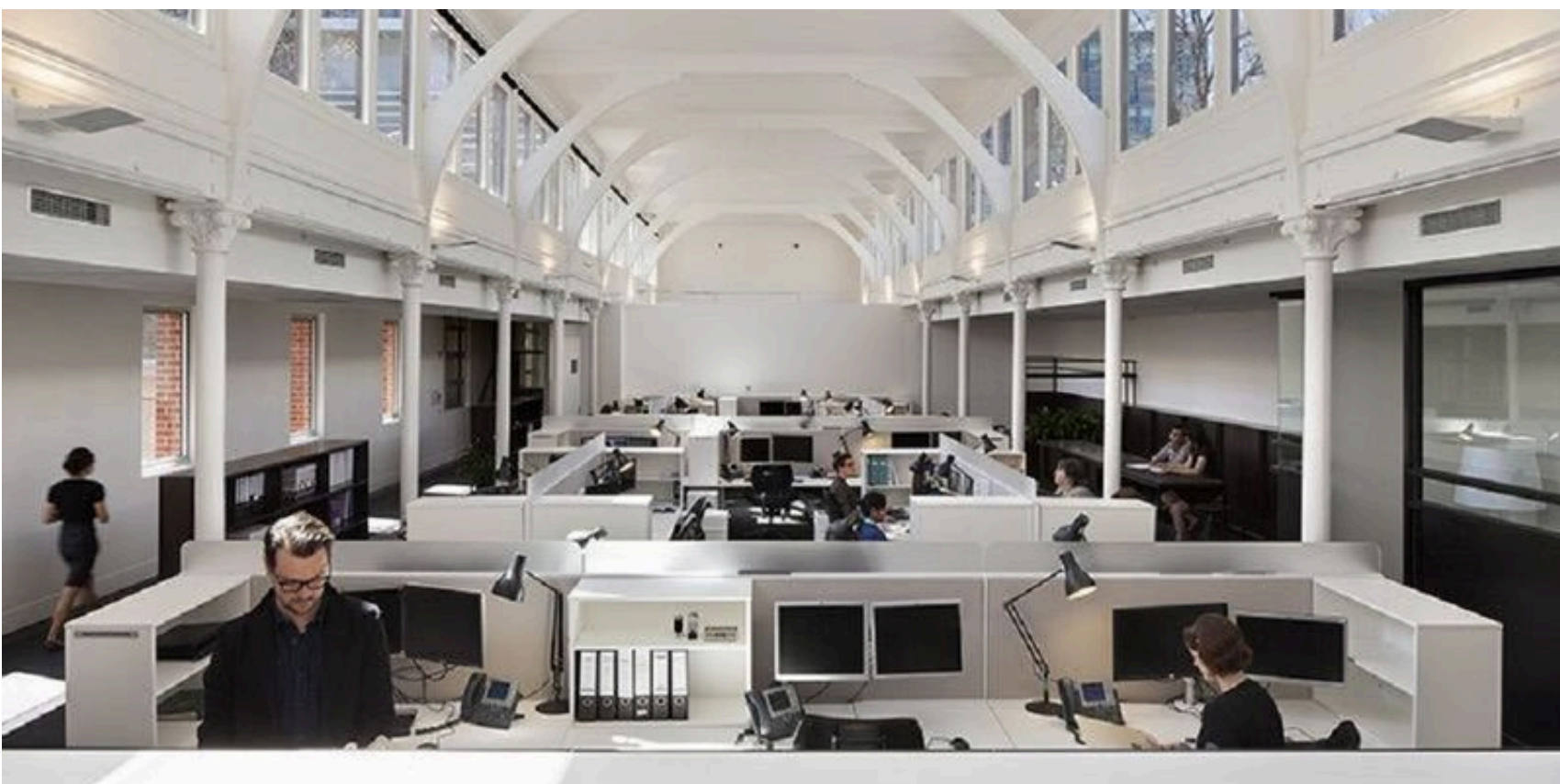
We specialise in building medical and pharmaceutical environments that meet strict industry requirements while also providing comfort and professionalism. Working closely with architects and consultants, we ensure the design intent is realised with exceptional build quality and functional outcomes for staff and patients alike.



Commercial Fit-Out

High-performance workspaces built to specification.

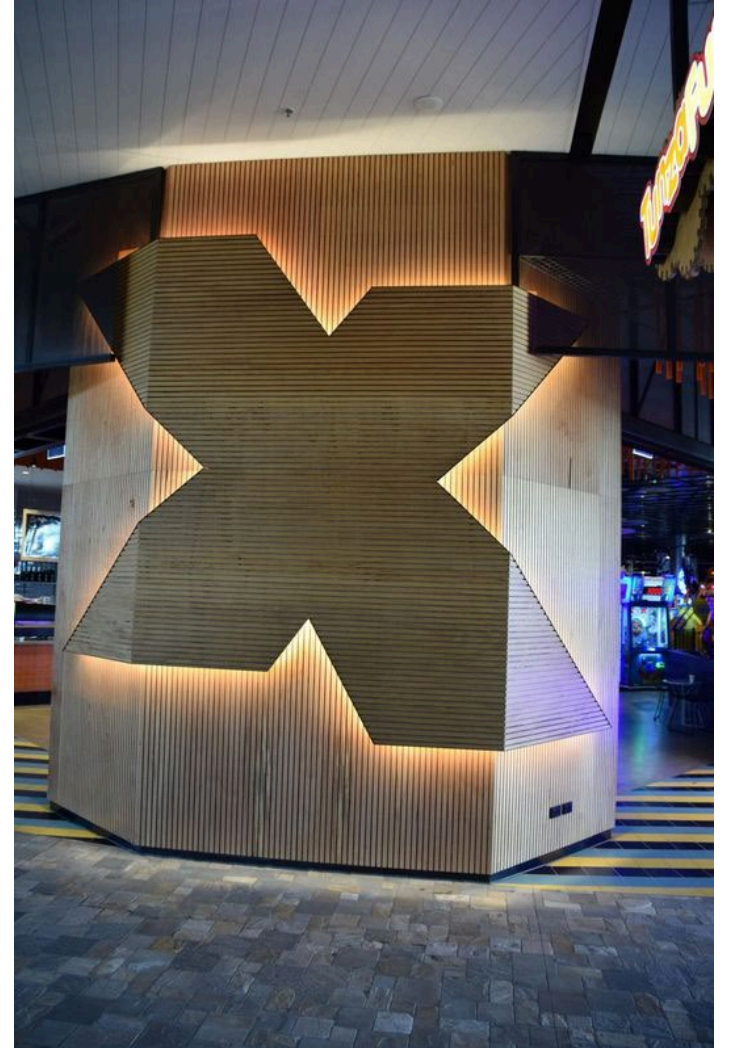
From office refurbishments to multi-floor corporate fit-outs, we deliver tailored commercial spaces that reflect functionality, workflow, and brand identity. With a clear focus on program, compliance, and quality control, we execute commercial interiors that support productivity and make a lasting impression.



Joinery

In-house manufacturing for precision, speed, and quality.

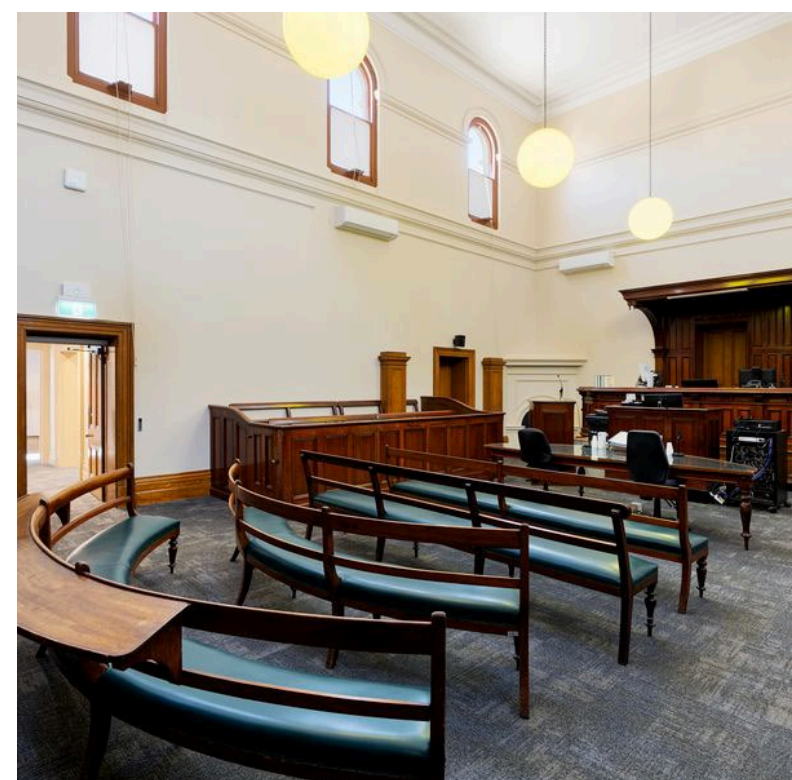
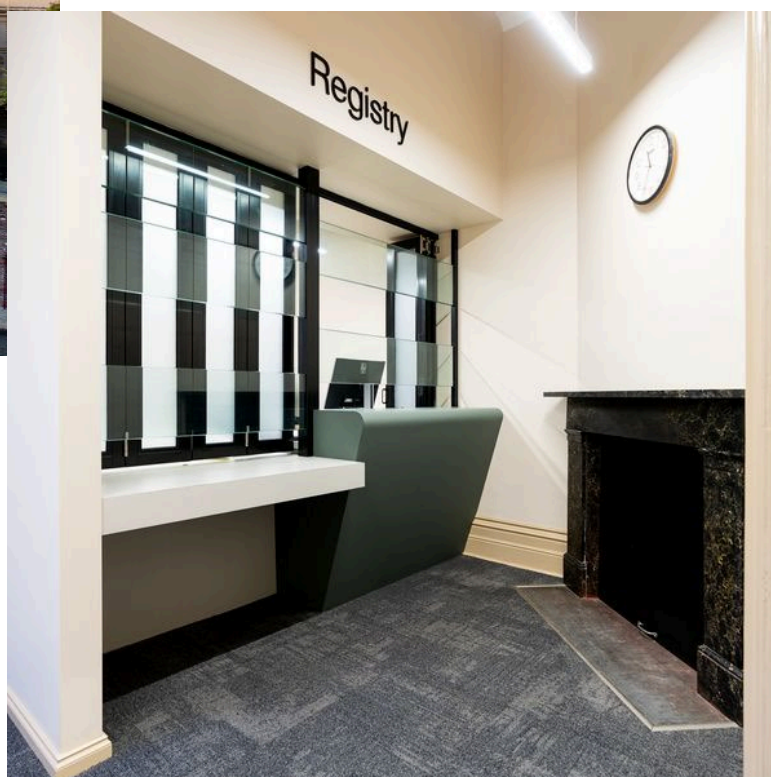
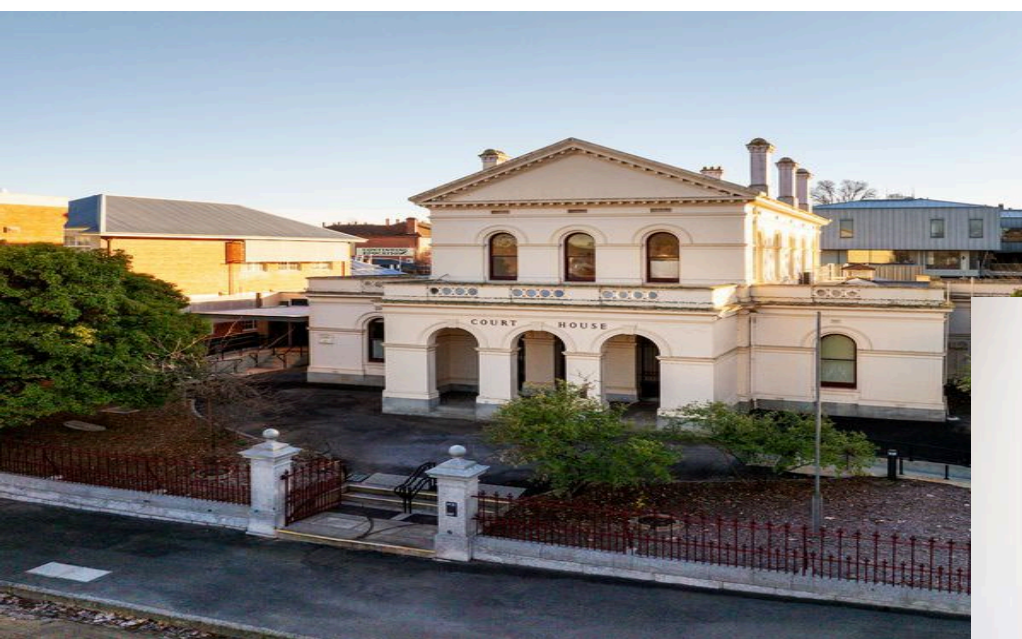
Our dedicated joinery division gives us full control over quality, timelines, and detailing. Whether it's custom counters, cabinetry, wall panelling or display units, our skilled team manufactures and installs high-end joinery that enhances every space. This integrated capability ensures better coordination, reduced lead times, and exceptional craftsmanship.



Government

Delivering dependable outcomes in secure, compliant environments.

We provide fit-out services for local, state, and federal government projects, with a strong track record of meeting compliance, safety, and accessibility standards. Whether it's a civic centre, administrative office, or service hub, our experienced team delivers outcomes that meet government specifications while remaining on budget and on schedule.



CORE VALUES

Commitment

We stand by our word and our work. From start to finish, we're dedicated to delivering each project with integrity, accountability, and client-first focus.

Quality

Every detail counts. Whether it's a complex build or a small-scale fit-out, we apply the same high standards to ensure the result reflects your vision and our craftsmanship.

Service

We go beyond the build. Our team communicates openly, collaborates closely, and works with care—so your experience is seamless and stress-free from first brief to final handover.

Reliability

You can count on us. We meet deadlines, stick to budgets, and deliver consistent outcomes—whether it's a one-off job or a multi-site rollout.

Innovation in Production

With our in-house joinery facility and advanced CNC technology, we deliver precision, flexibility, and efficiency without ever compromising on quality.

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Systems

Fair Workplaces

Whytehall follows fair and ethical employment practices in line with the Fair Work Act 2009 and Modern Awards. We hold our subcontractors to the same standards, ensuring transparency across payroll, entitlements, and site operations.

Inclusion and Diversity in Construction

Whytehall fosters a culture of inclusion, respect, and equal opportunity. We actively support greater participation from women, young people, and under-represented groups, knowing that diverse teams deliver better outcomes for clients and communities.

Work Health & Safety

Safety is central to how we work. Our ISO 45001:2018-aligned systems cover inductions, SWMS, toolbox talks, and incident reporting—ensuring safe, compliant sites through close collaboration with clients, staff, and subcontractors.

Social and Sustainable Procurement

Whytehall aligns with the Victorian Government's Social Procurement Framework by prioritising local businesses, First Nations suppliers, and socially responsible products. These values guide our estimating, procurement, and subcontractor selection processes.

Professional Development

Whytehall invests in the growth of our team through training, mentoring, and clear career pathways—from apprentices to site leaders. This focus helps retain talent and ensures every project is supported by skilled, capable people.

Sustainability

Sustainability is built into our operations—we recycle waste, use low-impact materials, and reduce emissions through energy-efficient tools and support for EVs. These actions reflect our commitment to responsible construction and government sustainability goals.

Systems

Expertise

Whytehall delivers fit-out, refurbishment, and new build projects with practical design input, in-house joinery, and tailored solutions for live environments. Our hands-on teams are efficient and experienced in managing complex programs..

Self-Delivery

With our own joinery workshop and delivery fleet, Whytehall controls quality, timing, and logistics—especially on tight or secure programs. We also self-perform key works, ensuring consistency across projects.

Trusted Supply Chain

Our subcontractor and supplier network has been built on performance, reliability, and shared standards. Whytehall only engages qualified, insured, and pre-vetted trades who understand our expectations around quality, safety, and environmental compliance

Oversight

Each Whytehall project receives hands-on oversight from our senior leadership. From tender award through to completion, our Directors and Project Managers remain closely involved to ensure timelines, quality, and expectations are met

ISO Certifications

Whytehall's systems are backed by third-party certification: - ISO 14001:2015 Environmental Management - ISO 45001:2018 Occupational Health and Safety These systems are regularly reviewed and audited as part of our commitment to compliance and continual improvement.

Security and Access

Whytehall is experienced in secure environments like airports, retail, and government sites. Our team holds ASIC and ADA clearances, with access and logistics managed closely alongside precinct stakeholders.

Environmental Sustainability

Environmental Management

We manage environmental risks early and work in line with EPA guidelines and the *Environment Protection Act 2017 (VIC)*. Teams monitor dust, noise, and spills, and implement site-specific Environmental Management Plans as needed.

Climate Initiatives and Tree Planting

Whytehall supports tree planting and community greening projects linked to project milestones or environmental campaigns—especially around precincts undergoing renewal or upgrade.

Compliance and Continuous Improvement

Whytehall aligns with frameworks such as ISO 14001 and government sustainability policies, and we support client reporting needs on projects targeting Green Star or similar assessments.

Waste Reduction and Recycling

We partner with licensed recyclers and minimise waste to landfill by separating materials on-site and salvaging reusable items. These processes align with Victoria's recycling policies and help clients meet environmental targets.

Low-Emission Operations

We're reducing emissions by transitioning to efficient tools and vehicles and working with subcontractors who do the same. Sustainable product selections are prioritised where practical, including recycled content and low-VOC materials.

Key Partners



CommonwealthBank





Feature Project Zambrero Torquay

Zambrero Torquay is a vibrant new restaurant located on the Surf Coast Highway, Torquay. The project involved the complete fit-out of a 203 sqm tenancy, including 181 sqm internal and 22 sqm external dining space, designed to reflect Zambrero's bold brand identity and operational efficiency.

The interior layout was carefully planned to enhance customer experience and streamline back-of-house workflow. The design incorporates high-quality finishes, sustainable materials, and a cohesive aesthetic that balances warmth with a modern vibe.



The fit-out also integrates state-of-the-art commercial kitchen equipment and technology, including digital menu boards, security systems, and audio-visual enhancements.

Designed with both customer experience and franchise operational requirements in mind, Zambrero Torquay represents a successful collaboration between client, builder, and design team—delivering a high-quality hospitality environment that supports efficient service and a vibrant dining atmosphere.

