



Foreword

Gary O'Shea
Managing Director

It has certainly been an interesting journey over the past 6 weeks since we made an early call to close our offices and have all our team members work remotely. During this time we have learned so much about ourselves, about our clients and most of all about how to adapt and support each other and our clients as a team.

Our recent investment in remote infrastructure has been a real game changer, enabling us to navigate the issues COVID-19 has thrown our way. We have been able to provide our clients with direct access to the most up to date and relevant property information as it happens and the re-deployment of team members to assist alternate asset classes as required has delivered great results.

We are proud of what we have been able to achieve for our clients, who we view as an extension of our team, and we take great pride in our ability to provide an uninterrupted property service with full retention of our valuable team members and clients.

We are skilled, we are resourced and we welcome every opportunity to assist our valued clients. Here is what our department Heads have to say.





Retail & Commercial

Herman Hunt
Head of Retail & Commercial

Our Retail & Commercial team have been busy these past few weeks, reaching out to our existing client base and working with owners and tenants to limit the impact of COVID-19.

Our team's everyday business operations have seen the retail sector affected the most by COVID-19, especially when considering bricks and mortar. Government mandated closures and social distancing legislation have impacted gyms, cafes and restaurants and retail stores. However, businesses that have been creative have pivoted and have changed their businesses models, including delivery options and a better online experience for customers. Operators like Facilities, Fitstop and 12 RND are offering their members online fitness sessions, whilst food and beverage operators are turning to delivery systems such as Brisbane-based platform Bopple to assist with increasing their turnover and reduce their delivery costs.

The commercial sector is adapting quickly, which may see some changes to the office environment. The need for remote offices may increase, but we are seeing a focus shift to building communities with a need for community spaces. We've observed an opportunity for some landlords to implement upgrades in their office buildings to include more of these spaces. End of Trip facilities, break-out areas for networking, team building, or team BBQs are of increasing importance and I believe now is the time to upgrade.

Personally, I'm looking forward to moving into our new home at Eminence and sharing a networking beer with the other tenants and Blue colleagues on the roof top when all this is over.





Industrial & Logistics

John Slater
Head of Industrial & Logistics

The Blue Commercial Industrial & Logistics Team is firing into its 7th week of working remotely. We've taken the COVID-19 challenge head on and have focussed on providing assistance to clients across a broad range of issues that are directly related to the current economic situation. The close-knit culture within the team has ensured that we've spent time assisting our Asset Management & Advisory colleagues when their excessive workload has required it.

The industrial market is proving to be relatively resilient with a large proportion of companies continuing to trade as normal. As the news filtering out from the Federal and State based governments grows in its positivity, there is a growing level of optimism and confidence returning to the market.

Purchasing opportunities remain limited as vendors communicate a willingness to ride out this period of economic instability. The leasing market continues to generate enquiry albeit at levels that are subdued when compared to similar periods of 2019. Despite this, we're very optimistic about the latter stages of 2020 and are ready, willing and able to provide our clients with every possible assistance to ensure that we get through the current challenging period together.





Asset Management & Advisory

Terry Rosewarne
Head of AM&A

The last 6 weeks has seen our Asset Management & Advisory team embrace remote working quite smoothly given all our staff are laptop based. Although we had a couple initial teething challenges to ensure we could work efficiently from home, we are fortunate to operate with a software platform which was already predominantly cloud based. Our IT provider did an amazing job to keep this continuity for our clients. Additionally, our use of services such as Microsoft Teams and Zoom has highlighted to us alternative and practical methods in which we can present to various stakeholders beyond COVID-19.

As any property management business will attest, the volume of requests from concerned clients, occupiers and suppliers has been overwhelming due to COVID-19 and our team are doing their best to work with these. With the Prime Minister announcing the Commercial Code of Conduct in respect to commercial leasing, we now eagerly await to see how this is legislated at a State level so our team can work through the many facets and impacts.

At Blue Commercial we are fortunate to work alongside a variety of skilled lawyers and external accountancy advisers from assorted local, national and international groups. Many of these groups have been collaboratively sharing general COVID-19 impact working papers as it relates to commercial leases with our clients for them to take direct advice relevant to their circumstances.

Whilst COVID-19 seems to touch every part of the globe as we all weather the same storm, our experience so far sees some groups seeming to be going through the storm in a submarine and others in a kayak, however, showing a general level of empathy cannot be understated.

