



CAPABILITY STATEMENT



Project X Fitouts sincerely thanks you for the opportunity to present our capabilities and showcase how we can contribute to the success of your project. With a commitment to quality and a focus on delivering innovative, exceptional fitout solutions, we are excited to demonstrate the value and expertise we bring to every project.



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ABOUT US

Project X Fitouts is a premier commercial fitout and refurbishment company with over 20 years of experience in the industry. Founded by Josh and Tilly Trinh, the company has evolved into a trusted name in quality commercial spaces.

Based in New South Wales with the capability to service clients across Australia, Project X specialises in transforming retail, office, and hospitality environments through expert craftsmanship and innovative design. Our comprehensive team includes dedicated production staff, in-house trades, and office professionals handling sales, marketing, estimating, accounts, and project management.

We combine meticulous attention to detail and creativity with efficient project management to deliver exceptional commercial environments on time and on budget for some of the world's most prestigious brands.

MAKING AN IMPACT

Project X Fitouts is committed to making a positive impact through corporate social responsibility initiatives. We proudly partner with ProPurpose™ to fund education projects in Uganda, helping provide children with access to education, three nutritious meals daily, clean water, essential resources, and teacher support.



Pro Purpose
Partner

OUR VALUES

At Project X Fitouts, our core values guide every aspect of what we do, ensuring excellence and consistency in all our work.



ACCOUNTABILITY

We take ownership of every project, ensuring reliability and consistency with the delivery of all work.



TRANSPARENCY

Clear communication and regular updates keep our clients informed every step of the way, fostering trust and confidence.



INNOVATION

We approach every project with creativity and fresh ideas, crafting tailored solutions that meet unique client needs.



EMPATHY

We listen to and understand our clients' challenges, treating their goals as our own to build strong, collaborative relationships.



EXCELLENCE

Our unwavering attention to detail ensures every project is completed to the highest standards, exceeding expectations in craftsmanship.

KEY STRENGTHS

01

IN-HOUSE CAPABILITIES

With our unique in-house manufacturing facility and skilled trades team, we maintain full control over quality, timelines, and costs. This allows us to deliver bespoke solutions tailored to each project's needs without relying heavily on external vendors.

02

TRANSPARENCY & COMMUNICATION

We prioritise open communication with regular updates, including photos and videos, ensuring clients are informed every step of the way. Our dedicated project managers act as single points of contact, offering a streamlined and hassle-free experience.

03

CUSTOMISATION & INNOVATION

We specialise in crafting custom pieces and tailored solutions that align perfectly with our clients' vision and brand identity. Our creative approach ensures every space is functional, unique, and visually striking.

04

EFFICIENCY & RELIABILITY

Our efficient project management processes ensure timely delivery without compromising on quality. We eliminate delays and surprises by proactively addressing challenges and adhering strictly to budgets and timelines.

05

PROVEN EXPERTISE WITH PRESTIGIOUS BRANDS

With over 20 years of industry experience, we have built strong relationships with high-end brands. Our portfolio showcases our ability to consistently deliver premium results for luxury retail, hospitality, and commercial spaces.



THE TEAM

At the heart of Project X Fitouts is a team of dedicated professionals with extensive experience in delivering high-quality commercial fitouts. Led by co-founders Josh and Tilly Trinh, our team combines technical expertise, creative vision, and meticulous attention to detail to bring every project to life.

JOSH TRINH . DIRECTOR

With over 20 years of experience as a qualified carpenter and builder, Josh brings unparalleled technical expertise to every project. His hands-on approach ensures meticulous quality control at every stage, from material selection to final handover. Josh's passion for great design and craftsmanship drives his commitment to delivering fitouts that meet the highest standards.

TILLY TRINH . CO-FOUNDER

Tilly brings strategic oversight and operational expertise to Project X Fitouts, ensuring seamless coordination across all aspects of the business. Her focus on client relationships and project management ensures that every project is delivered on time, on budget, and aligned with the client's vision.

THE TEAM

Our team includes skilled tradespeople, project managers, designers, and office professionals who work collaboratively to deliver exceptional results. With in-house capabilities such as custom joinery manufacturing, we maintain full control over quality and timelines while offering tailored solutions for every client. Together, we have the versatility and expertise to handle projects across retail, hospitality, and office spaces.



SERVICES

COMMERCIAL FITOUTS

We specialise in creating bespoke retail, office, hospitality, medical, and gym spaces that seamlessly blend functionality with aesthetics. Our tailored designs and expert craftsmanship ensure every space reflects your brand identity while meeting operational needs.

CUSTOM JOINERY & ARCHITECTURAL SOLUTIONS

With our in-house manufacturing facility, we craft custom joinery and architectural solutions designed to your specific needs. From intricate fixtures to bespoke furniture, we deliver precision and quality that exceed expectations.

EVENTS & POP-UPS

We design and build impactful temporary spaces for brand activations, events, and pop-ups that captivate audiences and leave lasting impressions.

WINDOW DISPLAYS & VISUAL MERCHANDISING

Our team creates striking visual merchandising solutions that showcase your products beautifully while drawing customers into your space.

DESIGN CONSULTING & MATERIAL SOURCING

We collaborate with you to refine concepts and source high-quality materials locally and internationally. Every detail is carefully curated to align with your vision and project requirements. Our team works closely with both external and in-house designers to transform your vision into reality.

FINANCIAL ASSISTANCE

To better serve our clients, we've partnered with leading brokers who offer fast, tailored financial assistance, including shop fitout loans, business loans, and cash flow solutions. These financing options help make your vision achievable regardless of immediate budget constraints.

THE PROCESS

At Project X Fitouts, we follow a structured and transparent process to ensure every project is delivered seamlessly, on time, and to the highest standards.



INITIAL CONSULTATION & CLIENT REQUIREMENTS

We begin by meeting with our client to understand their specific needs, brand identity, target audience, and vision for the space. For clients with overseas headquarters, we collaborate with their global teams to ensure consistency with brand guidelines.

SITE INSPECTION & BUDGET PLANNING

Our team conducts a thorough site inspection to assess logistical or structural challenges. We then define a clear budget and timeline, ensuring transparency about what's achievable within the constraints.

DESIGN & CONCEPTUALISATION

We work closely with designers to create concepts that align with the client's vision and project requirements. After presenting initial designs and incorporating feedback, we finalise the design and secure necessary approvals before moving forward.

CONSTRUCTION DRAWINGS & MATERIAL SOURCING

Detailed construction drawings are prepared, including layouts, elevations, and material specifications. We source materials locally and internationally as needed, providing samples to ensure every detail meets client expectations.

PRE-CONSTRUCTION PLANNING

Our project team develops a detailed plan outlining timelines and deliverables. We coordinate resources with our in-house trades and manufacturing teams while identifying potential risks early to prevent delays or costly mistakes.

EXECUTION & CONSTRUCTION PHASE

Our skilled tradespeople handle construction and assembly with precision, supported by our in-house manufacturing capabilities for custom fixtures and furniture. Regular updates, including photos and videos, keep clients informed throughout this phase.

QUALITY CONTROL & HANDOVER

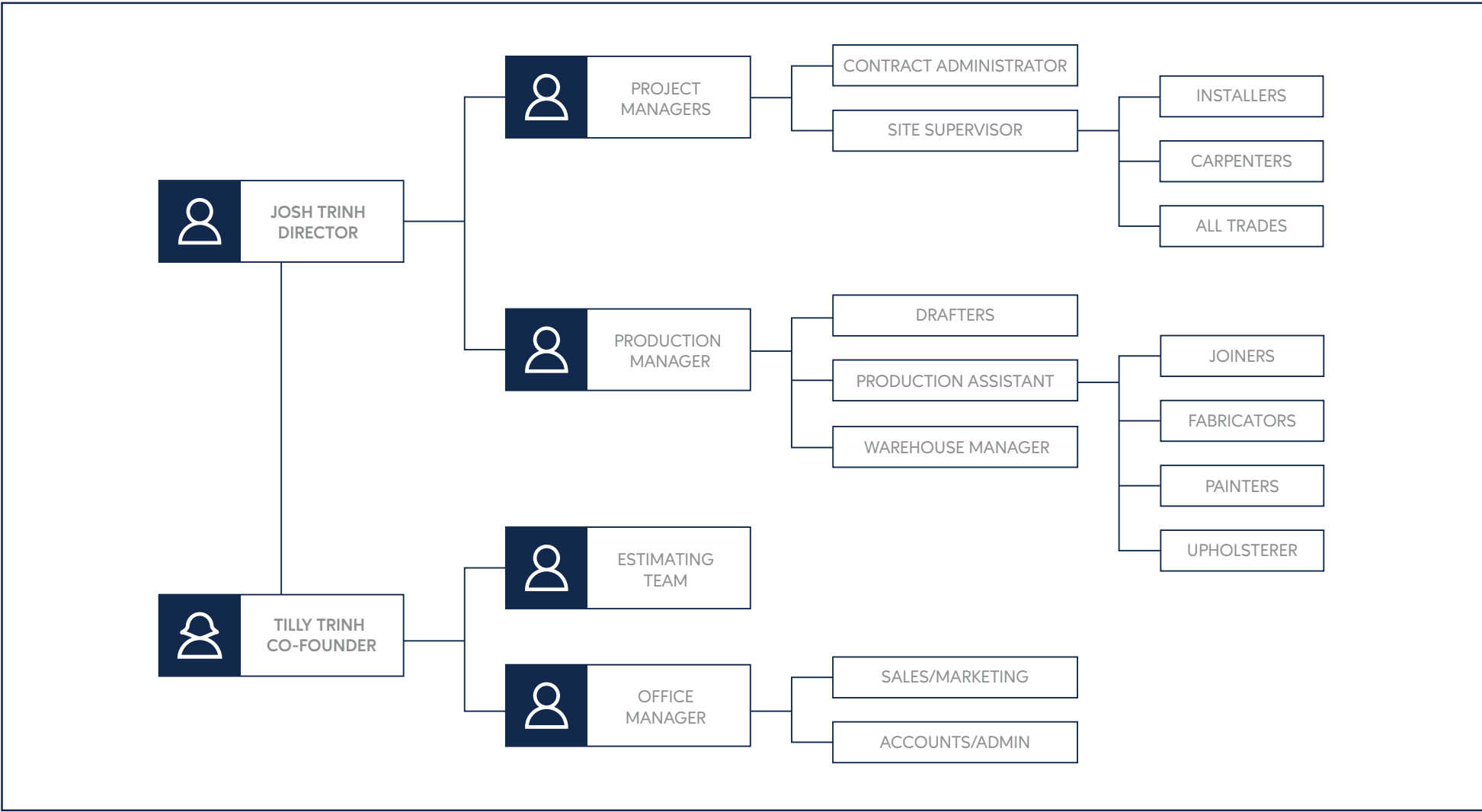
We prioritise quality control at every stage, ensuring the final product aligns perfectly with the approved design. A final inspection is conducted with the client before handover, along with necessary documentation such as warranties or maintenance instructions.

EVENT ATTENDANCE AND POST-COMPLETION SUPPORT

On the launch date, our team is on site to ensure everything runs smoothly, providing support for last-minute fixes, tweaks to displays, or addressing any unforeseen issues. After the event, we schedule a debrief to discuss outcomes, address any adjustments or touch-ups needed, and gather feedback to continuously improve for future projects.

BUSINESS ORGANISATIONAL CHART

Our organisational chart provides a clear structure of our company, illustrating the hierarchy, roles, and responsibilities of each department and team member. This framework ensures efficient communication, streamlined decision-making, and accountability across all levels. By defining reporting relationships and key functions, our organisational chart supports collaboration and drives our business towards growth and success.







CLIENT EXPERIENCES

HOANG DUONG - CHRISTIAN DIOR OCEANIA

"We have been working with Project X Fitouts for the past 3 years and were thoroughly impressed by their performance. The team demonstrated exceptional dedication, consistently willing to put in hard hours to ensure the job was completed on time. Despite the tight deadlines, they maintained a fast turnaround and delivered high-quality workmanship. Their hard work and commitment to excellence were evident throughout each project. We highly recommend Project X Fitouts."

ANTHONY JAVA - GAMI CHICKEN

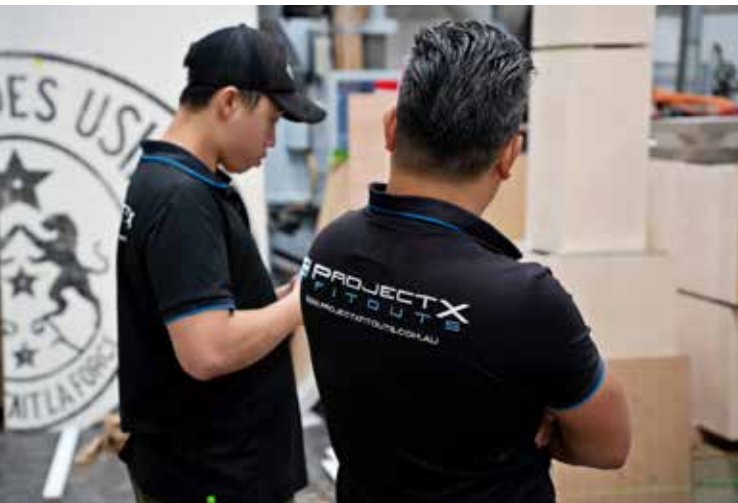
"Gami Ed Square is the first project I worked on directly with a builder. Having no direct experience in building and construction, I was put at ease by Project X's consultative approach and transparency throughout the project. They went above and beyond to meet the tight deadline they were given to ensure we opened in time. I could not be more pleased with the final product, and since opening, I have received countless compliments on the restaurant's fit-out."

SIMONE BAETA LENTINI - BE CREATIVE

"For us as designers, it was a pleasure working with a team that understood the importance of keeping the design. Project X Fitout has demonstrated excellent management and problem-solving skills. Having an in-house joinery manufacturing facility makes their process smooth and more cost-effective."



At Project X Fitouts, we are passionate about creating exceptional commercial spaces tailored to your unique vision and needs. We look forward to collaborating with you to bring your next project to life with quality, innovation, and seamless execution.



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