

INTEGRATED FACILITIES SERVICES

HEALTHCARE



YOU SEE AN EFFICIENT, STATE-OF-THE-ART HOSPITAL

WE SEE OUR ESSENTIAL SERVICES
REDEFINING HEALTHCARE.

Spotless works with more than 25 hospitals and health boards across Australia and New Zealand:

- Bathurst Hospital
- Bay of Plenty District Health Board
- Bendigo Hospital
- Blenheim Hospital
- Calvary Health
- Canterbury District Health Board
- Capital and Coast District Health Board
- Central Alliance District Health Board
- Lakes District Health Board
- Masterton Hospital
- Mater Hospital
- Mercy Ascot
- Northern Hospital, Broadmeadows Health
- Northland District Health Board
- Orange Hospital
- Royal Children's Hospital
- Royal Eye and Ear Hospital
- Rotorua Hospital
- Sunshine Coast University Hospital
- Tauranga Hospital
- The Alfred Hospital
- Timaru Hospital
- Westcoast District Health Board



Our business is founded on the deeply held value of Zero Harm. We firmly believe that any injury or disease is unacceptable and preventable. The health and safety of our people and communities is always our top priority.



FS 604006 EMS 629898 OHS 652369 AMS 665799 SMS 625669

A TRUSTED PARTNER

Spotless has a 40-year history of supporting the daily operations of hospitals across Australia and New Zealand. We are not simply a supplier, but a trusted partner. Trusted to deliver care-associated services, that creates a safe environment for hospital staff, patients and their guests.

As healthcare providers we support hospitals and senior living facilities. Every year Spotless delivers more than 4.2 million hours of non-clinical support services to over 200 healthcare facilities in Australia and New Zealand, including:

- Facility management
- Catering
- Laundry management
- Ward support
- Biomedical engineering
- Grounds management
- Security services
- Cleaning
- Personal service assistants (PSA)
- Materials distribution
- Pest control
- Central sterile supply department (CSSD)

Spotless is Australia's most trusted provider of soft and hard facility management services to healthcare facilities procured through a single service or Public Private Partnership (PPP) Framework.

BEST PRACTICE

OPERATIONAL EXCELLENCE

To continually improve and streamline our service to the healthcare sector, Spotless invests in healthcare-specific systems and innovations including:

- Food, menu and nutrition management programs for patients
- Electronic auditing protocols for hospital cleans
- Specialised linen management systems
- Sterile cleaning technologies for high risk operating theatres and laboratories
- Comprehensive safety, quality and risk management plans.

OUR BUSINESS MODELS

We continuously review and re-engineer our business models and service delivery by:

- Driving and capturing the total cost-of-service through process improvements, multi-skilling, overhead reductions and benchmarking
- Capturing, reporting and demonstrating business benefits
- Operating as a business partner — aligning with your objectives and working across service lines to identify improvements.

Our proven service delivery models drive efficiency and accuracy, and our well-developed processes ensure consistent and timely delivery. Our clients can rely on us around the clock to support their essential day-to-day hospital activities.

We are paving the way with a new generation of services for senior living facilities in Australia and New Zealand. Welcoming environments, meaningful engagement, extensive direct care options and lifestyle programs are all part of our offering and how we foster a positive aging experience.

INTEGRATED SOLUTIONS

Our range of services include:

ASSET MAINTENANCE AND MANAGEMENT

- Asset due diligence/condition assessments
- Asset lifecycle planning and replacement
- Building management systems
- Building trades services
- Construction/refurbishment capability
- Energy efficiency
- Fire and emergency services
- Grounds and gardens
- Handyman services
- Painting services
- Pest control
- Procurement expertise
- Project management
- Retail fitouts
- Water management
- Vegetation management and rehabilitation

CATERING AND HOSPITALITY

- Corporate hospitality
- Dining rooms, cafeterias and cafés
- Functions and boardrooms
- Meals on wheels
- Patient food service
- Retail food and beverage

CLEANING

- Commercial and industrial cleaning
- Hygiene and washroom services
- Infection control cleaning
- Waste management and recycling
- Window cleaning



FACILITY MANAGEMENT

- Accommodation management
- Car park management
- Concierge and mailroom
- Energy efficiency
- Fleet management
- Patient management
- Security services

LAUNDRY MANAGEMENT

- Linen rental, supply, laundering and management
- Workwear laundering, rental and management

SECURITY AND ALARM SERVICES

- Alarm systems – 24-hour monitoring and CCTV
- Patrols

AIR-CONDITIONING, MECHANICAL AND ELECTRICAL SERVICES

- Building Information Modeling (BIM)
- Construction
- Engineering design
- Prefabrication/modularisation
- Refrigeration
- Mechanical and electrical services
- Plumbing/hydraulics
- 3D plant room mapping
-

UTILITY SUPPORT SERVICES

- Water conservation and monitoring
- Asset inspection
- Light detection and ranging services (LIDAR)



TheAlfred

SPOTLESS

TECHNOLOGY SOLUTIONS

Spotless is at the forefront of introducing new innovative digital technologies into our hospital contracts. We have significant experience and shared learnings that bring benefits to all of our customers, their staff and ultimately patients.

The types of technologies include:

- Audio Visual System
- Automated facial recognition of sub-contractor sign on process
- Automated Guided Vehicles
- Building Management System (BMS)
- Call Management System (Prosum)
- Car Park Management System
- Client portal for clinical staff logs
- Computer Assisted Facilities Management System and Asset Management System (CAFM) (QFM and Zuuse)
- Electric vehicle charging systems with web based user accounts
- Intelligent material ordering system
- Inventory management system (Datanet)
- Irrigation system
- Lift interface system
- Lighting control system
- Mobile auditing tool for waste audits
- Mobility application for real time maintenance task reporting and completion
- Patient dietary management systems
- Pneumatic Tube System (PTS)
- QFM – web-based facilities management platform
- RFID Real Time Location Services
- Room booking system
- Security system
- Video conferencing
- Wayfinding and patient queuing interfacing with room booking system software

OUR EXPERIENCE

THE ALFRED HOSPITAL

CLIENT: The Alfred

LOCATION: Victoria

COMMENCEMENT DATE: 2004

DURATION: 13 years

SERVICES:

- Cleaning
- Food services
- Ancillary services
- Ward support services
- Grounds and garden maintenance
- Pest control
- Hygiene services
- Security services

The Alfred houses one of Australia's busiest emergency and trauma centres, Victoria's largest intensive care unit, and the only adult burns centre in Victoria and Tasmania. It is also a major tertiary referral teaching hospital and home to multiple state-wide services.

The Alfred is the oldest Melbourne hospital still operating on its original site and has about 580+ hospital beds.

Our 500 employees provide cleaning, food, ancillary, ward support, grounds and garden maintenance, pest control, hygiene services and security services. We also offer cost-saving strategies, including the use of a task management system, CARPS, to deliver significant improvements in resource efficiency and an enhanced capability to accurately report on the achievement of key performance indicators.

The Alfred has a reputation of being a leading healthcare provider for the people of Melbourne and Victoria.

NEW ROYAL ADELAIDE HOSPITAL

CLIENT: SA Health Partnership

LOCATION: Adelaide, South Australia

COMMENCEMENT DATE: 2016

DURATION: 35 years

SERVICES:

The Spotless facilities management contract includes the following 15 service lines:

- Asset maintenance
- Bulk stores distribution services
- Car parking services
- Catering services
- Cleaning and domestic services
- Facility management services (24/7)
- Grounds and garden services
- Helpdesk services (24/7)
- Internal linen distribution services
- Orderly services
- Patient support services
- Pest control services
- Security services
- Utilities and medical gas management services

As facility manager, Spotless delivers 15 essential support services coordinated by our 24 hour helpdesk team.

As one of the largest and busiest hospitals in Australia, nRAH is also the most technologically advanced, with state-of-the-art clinical and support technologies, such as robotic AGVs for food, linen and stores transportation, as well as inventory and meal management systems. All services are benchmarked every five years for best practice standards. Spotless also provides commercial food and beverage provisions across seven food outlets at the hospital.



ORANGE INCLUDING ORANGE HOSPITAL, BATHURST HOSPITAL & MENTAL HEALTH SERVICES AT BLOOMFIELD

CLIENT: Pinnacle Healthcare Pty Ltd

LOCATION: Orange, New South Wales

COMMENCEMENT DATE: 2007

DURATION: 28 years

HARD FM SERVICES:

- Fee for service maintenance
- Grounds and gardens maintenance
- Lifecycle management
- Maintenance and refurbishment
- Pest control
- Planned and preventative maintenance
- Reactive maintenance
- Statutory maintenance
- Testing, auditing and certification programmed replacement maintenance
- Utilities management

SOFT FM SERVICES:

- Cleaning, domestic and waste management
- Internal laundry and linen
- Mail service
- Materials management
- Patient food, non-production (Bloomfield only)
- Portering/wards persons
- Security services
- Sterile Supplies Department (SSD)

Together with Pinnacle Health Care, Spotless is responsible for providing the support services management and oversees close to 300 staff. Spotless provides long-term, whole-of-life benefits and cost efficiencies, including water harvesting, heritage management and advanced technologies for waste audits, room booking, clinical staff logs, and ordering, as well as a number of energy conservation measures, health and safety initiatives.

Orange Hospital is the only hospital and one of the first organisations in Australia to attain an ISO 55001 certification after having their asset management system independently assessed by third party BSI Group. As part of Spotless' initiative to get accreditation, the asset management system was aligned with the existing integration management system (IMS), integrating quality, environment and OHS management systems. This paved the way for a cost-effective way to continuously monitor and proactively manage the location, status and condition of all assets across the hospital in real-time.

A number of operational synergies have also been implemented to provide long-term, whole-of-life benefits and cost efficiencies. These initiatives range from water harvesting and heritage management, to advanced technologies for waste audits and administration - all are aimed at improving operational processes at Orange Hospital.



BENDIGO HOSPITAL

CLIENT: Exemplar Health (NBH) Partnership

LOCATION: Bendigo, Victoria

COMMENCEMENT DATE: 2013

DURATION: 25 years

SERVICES:

- Catering
- Cleaning
- Facilities management
- Property maintenance
- Security
- Waste management

Spotless has been working with the design and construction partners to ensure the project achieves its whole-of-life outcomes. Spotless manages the new hospital's physical structure, and supports and maintains all the other buildings around the site, some of which are of significant heritage value. Our staff look after catering, cleaning, facilities management and security for the hospital, which features 372 beds, 11 operating theatres, an integrated cancer centre and a psychiatric services precinct. As part of Stage Two, due for completion in mid-2018, the hospital will be joined to the adjacent Lucan Street site via a link-bridge, providing access to a helipad, multi-deck car park and conference centre. Our focus will be to ensure the hospital maintains its reputation as one of the most advanced hospitals in Australia, as Bendigo Health delivers world-class healthcare to the Loddon Mallee community.

NEW SUNSHINE COAST UNIVERSITY HOSPITAL

CLIENT: Exemplar Health (SCUH) Partnership

LOCATION: Kawana, Queensland

COMMENCEMENT DATE: 2012

DURATION: 25 years

SERVICES:

- Building services
- Help desk and room booking services
- Security services (24/7 — 365 days)
- Car park management services
- Asset maintenance
- Pest control services
- Grounds and gardens maintenance services
- Utilities, medical gas and laboratory gas management services

Spotless is the facilities manager for the 20-hectare precinct delivering security services and providing comprehensive preventive and reactive maintenance for all five buildings that comprise SCUH. Under the 25-year contract, the 24/7 operation covers building, help desk, security, car park management, pest control, grounds and gardens maintenance and asset maintenance services, as well as utilities and gas management services. We are testing the technical readiness of the high-tech facilities in preparation for the hospital's opening, drawing on our experience mobilising some of Australia's largest public health infrastructure projects since 2004.



ROYAL CHILDREN'S HOSPITAL PARKVILLE

CLIENT: Children's Health Partnership

LOCATION: Melbourne, Victoria

COMMENCEMENT DATE: 2011

DURATION: 25 years

SERVICES:

- Asset maintenance
- Car parking
- Engineering services
- Facilities management services
- Grounds maintenance
- Help desk
- Pest control
- Security
- Waste management
- Other services for tenants outside the RCH contract

Spotless was integral in the design and construction stage of the New Royal Children's Hospital. We are now responsible for maintaining the facility, which includes two retained buildings (a 12-year-old research building with 6,000 m² of floor space and a 25-year-old administration building with 5,000m² of floor space). Spotless employs approximately 50 staff and a number of subcontractors to deliver specialised facility management services to the RCH facility.

CENTRALALLIANCE HEALTH

Spotless provides integrated services including patient food, retail, dietetics, cleaning, orderlies, security, mailroom, facilities management, grounds and garden, asset maintenance, biomedical, and fleet management across three hospitals for centralAlliance Health. centralAlliance is a fully integrated, regionalised contract in the Manawatu and Whangai regions, representing the collaboration between two District Health Boards, Whanganui DHB and Mid Central DHB.

MERCY ASCOT

Spotless has been providing catering and cleaning services for Mercy Ascot Hospitals, one of New Zealand's largest private surgical facilities, for over 15 years. Our services cover five sites across two hospitals. Our cleaning services focus on patient rooms, public areas, tenant areas, building periphery and theatre cleaning. High-end meal and alcohol services, comparable to fine dining, are delivered to patients and the public café, with a diverse selection of food. Our Taylors laundry manages all of the hospital and dining linen requirements while building services provided by the facilities department is also overseen by Spotless.

CAPITAL AND COAST, DISTRICT HEALTH BOARD

Capital and Coast District Health Board is a teaching hospital providing primary health services to the Wellington region. Spotless commenced providing integrated services in 2008 across three sites in Wellington, Porirua and Kapiti, and have deployed several technologies to enhance operations at the hospital's healthcare facilities. Our catering services are delivered through the Buckeye Food Management System to guarantee same-day, streamlined services to patients. Patient Decision Aids help patients select menus in accordance with their diet requirements, increasing our interaction with patients and providing personalised care. Our cleaning services use the TopCat Auditing Tool to monitor and report across all sites. We operate a 24-hour help desk which also manages the model-of-care service coordinating the cleaning of discharge beds.



Administration Clerk 1

Administration Clerk 2

After Hours Reception
Discharge Lounge
Reception & Lifts

Magazines on table



EPIPURE



 **36,000**
people

 **140**
offices

FY17 REVENUE
OVER \$3B


innovation
AGENDA

customer
focussed 

1 
integrated
services

★★★★
EXCEPTIONAL
people ★★★★★

SAFETY
FIRST 

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