

INTEGRATED SOLUTIONS

Catering and hospitality



Spotless feeds 186,000 people a day—more than 68 million meals a year. That brings knowledge, experience and means best practice for our clients.

KEEPING YOU AND YOUR CUSTOMERS HAPPY

Spotless provides healthy and delicious food to the many and varied customers of our clients whether they be employees, patients, corporate clients, school children, the elderly, university students or wedding guests. Our food is enjoyed because we prioritise fresh and seasonal ingredients. Award-winning chefs and their talented staff deliver healthy menus that taste incredible—every day.

STRONG COMMERCIAL FOCUS

Our managers are astute operators with a strong commercial focus. At Spotless we report weekly on costs, service and quality—so that our clients can ensure we are delivering to contract terms. Our commercial models are flexible and include partial and full subsidies, profit-share, rental and hybrid arrangements. Regardless of the model, we work a solution to fit each client's food, delivery and budget requirements.

SPECIALIST EXPERTISE

Spotless has a dedicated team of food development experts who oversee all things food related: menu engineering, presentation standards, retail, innovation, quality, consistency and design consulting. Our Food Services team works side by side with accredited practicing dietitians and with the endorsement of Nutrition Australia.

HEALTH AND LIFESTYLE PROGRAM

We have developed a health and wellbeing program, Nudge, to make it easier for customers to nudge towards making healthy choices more often.

Our chefs prepare menus to each meal occasion to the needs of the target audience. Our Nudge standards provide guidance on portion control, plating food, service flow, signage and architecture to nudge clients to make healthier choices.

Tailored to the sectors in which our clients operate.

AGED CARE

Aged care catering requires skills and knowledge, cost effectiveness and a high level of quality assurance involving food handling, cooking processes and special diet preparation. In consultation with dietitians, we combine popular choices with nutritional recipes to create meals that are both enjoyable and meet the dietary needs of the elderly. In catering for the demands of high care residents, we also provide flavoursome, texture modified options.

EDUCATION

Using nutritionally balanced, chef-prepared menus, we specialise in catering for schools and tertiary institutions. Our catering services range from tuckshops and cafeterias in schools, dining services in boarding schools and university colleges to retail food courts and branded outlets at tertiary campuses. We are committed to influencing healthier eating habits by providing meal choices that are low in fat, salt and sugar and high in fibre.

HEALTHCARE

As a leading provider of patient food, we know how to meet patients' needs and nutritional requirements and still produce quality meals—currently 55,000 a week.

AIRPORTS

We have a portfolio of over 80 individual food and beverage concessions at 18 airports across Australia and New Zealand. Concessions are designed to maximise service effectiveness and customer satisfaction for travellers, visitors and airport staff.

Providing consumers with the right combination of freshly prepared food and ready-to-go selections at all times of the day in addition to maximising revenue for our airport clients demands ongoing review and refinement of the retail mix, brand portfolio, outlet design and location, and financial management of catering services.

BUSINESS AND INDUSTRY

Successful catering requires precise planning, flexible staffing and well thought out menus that satisfy diverse dietary and cultural preferences. We offer our corporate clients a full range of catering services, operating café and fast service canteens, stocking vending machines, managing catering at functions and special events and providing refreshments to meeting rooms.

FUNCTIONS AND SPECIAL EVENTS

We have a reputation for excellence in catering and event management at our premium function venues, or our clients' location. Our remarkable venues provide our customers access to a range of rooms and event spaces suited to host corporate lunches, weddings, exhibitions, cocktail parties, conferences, theatrical performances and dinners.

STADIA

Spotless' specialist retail and fine dining catering teams deliver high volume event food and beverage solutions to stadia across Australia and New Zealand.

We provide corporate hospitality across the stadia dining rooms, corporate boxes and suites, via our many traditional and branded retail food and beverage concessions.

Spotless' unique combination of event logistics, culinary production and management capability, retail expertise and portfolio of well-known brands, brings a dynamic approach to public concourse catering and ensures our clients maximise their financial returns.

HOSPITALITY AND RETAIL

Our offer to retail food and beverage concessions includes a wide range of refreshments and snacks, including a strong base range of popular, traditional, contemporary and healthy options. Clients have a choice of concession delivery from express service kiosks and carts, to in-seat vending, espresso coffee carts and cafes.



Spotless is a leading provider of integrated facilities services in Australia and New Zealand. Spotless' 36,000 people deliver millions of service hours a year across more than 100 services that are essential to our customers. Our clients are from a diverse range of industry sectors including business and industry; defence; education; government; healthcare; aged care; leisure, sports and entertainment; airports and resources. Apart from Spotless, we are known as AE Smith, Alliance, Asset Services, Ensign, EPICURE, Clean Event, Clean Domain, Mustard, Nuvo, Skilltech, Taylors, TGS, UAM and UASG. Spotless has a revenue close to \$3.2B in the period ending 30 June 2016. Spotless is publicly listed on the Australian Stock Exchange (ASX: SPO) and headquartered in Melbourne.