

# CREATING GREAT EXPERIENCES



Photo credit: Woodrow Wilson Photography

Whether it be providing critical security for patients and clinical staff at hospitals, preparing nutritious meals at schools, delivering the optimum air-conditioned climate at an airport, maintaining public housing that accommodates tens of thousands of people, laundering uniforms for factory workers, or making sure the elderly have clean rooms in an aged care residence, **we'll take care of it.**

Spotless is the largest integrated facilities management services provider with clients across Australia and New Zealand. They depend on us to provide essential services to the everyday running of their businesses. More than 100 integrated services, a team of 36,000 exceptional people and an innovation agenda allow us to deliver tailored solutions for over 1,000 clients from a diverse range of industry sectors including:

- Business
- Defence
- Education
- Government
- Healthcare
- Industry
- Leisure
- Property
- Resources
- Sports and entertainment
- Utilities

We are mostly known as Spotless, however you may also know us as AE Smith, Alliance, Asset Services, Ensign, EPICURE, Clean Event, Clean Domain, Mustard, Taylor's, and UASG.

Over the past 70 years, Spotless has grown from a shop front business in Melbourne to be Australia and New Zealand's leading provider of integrated managed services. A history that we are very proud of, driving a future vision to be your first choice for essential services.



## EXCEPTIONAL PEOPLE

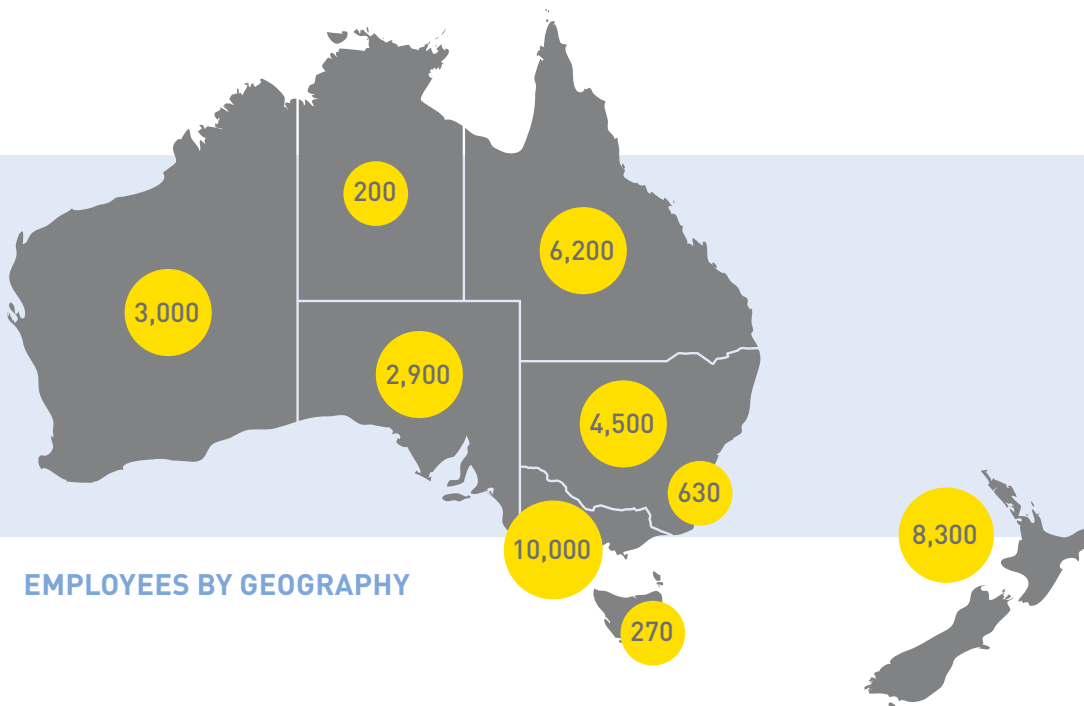
We are a diverse, engaged and values driven workplace. Our different perspectives, backgrounds and skills means that we can better understand our clients.

Strong values and pride in our work, is at the core of our culture. We work together to deliver our shared purpose—to provide great experiences.

We have over 36,000 employees across 140 offices in Australia and New Zealand, and are located in hundreds of our customers' businesses.

### OUR CAREERS INCLUDE:

- Cleaning: cleaners, cleaning supervisors, cleaning managers, housekeeping
- Contact centre staff
- Engineers, draftspersons
- Food: catering assistants, kitchen hands, baristas, cooks/chefs, chef managers, catering managers, functions supervisor, functions officer
- Security roles
- Support services: IT, finance, marketing, accounting, HR, admin, OHS&E
- Trades: electricians, plumbers, technicians, maintenance, handypersons, facilities supervisor, facility management, grounds staff
- Management: operations, contract managers
- Meter readers, field officers
- Laundry staff
- Patient services assistants



# INTEGRATED SOLUTIONS

Diverse and committed staff deliver millions of hours a year across more than 100 essential services. We are unmatched in our ability to deliver integrated solutions to everyday business needs, whether single or multiple services.

Our range of services includes:

## ASSET MAINTENANCE AND MANAGEMENT

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

## CATERING AND HOSPITALITY

- Corporate hospitality
- Dining rooms, cafeterias & cafés
- Functions & boardrooms
- Meals on wheels
- Retail food & beverage
- Stadia, venue & event catering
- Venue management

## CLEANING

- Commercial, retail & industrial cleaning
- Hygiene & washroom services
- Venue, event & precinct cleaning
- Waste management & recycling
- Window cleaning

## FACILITY MANAGEMENT

- Accommodation management
- Car park management
- Concierge & mailroom
- Energy efficiency
- Event management
- Fleet management
- Patient management
- Security services
- Venue management

## HVAC, MECHANICAL AND ELECTRICAL SERVICES

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

## LAUNDRY MANAGEMENT

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

## SECURITY AND ALARM SERVICES

- Crowd control
- Event management
- Alarm systems—24 hr monitoring & CCTV
- Patrols

## UTILITY SUPPORT SERVICES

- Metering services & management
- Street light maintenance & globe replacement
- Utility pole reinstatement
- Water conservation and monitoring
- Asset inspection
- Light detection and ranging services (LIDAR)



36,000 people

140 offices

FY16 REVENUE  
OVER **\$3B**

innovation  
AGENDA

customer focussed

1  
integrated services

★★★★  
EXCEPTIONAL people ★★★★★

**SAFETY FIRST**

ASX:  
**SPO**

## OUR BRANDS

INTEGRATED FACILITIES SERVICES



CATERING



SECURITY



ASSET MANAGEMENT



UTILITIES AND ENGINEERING SERVICES



CLEANING



LAUNDRY AND LINEN



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