

INTEGRATED FACILITIES SERVICES

NEW ZEALAND



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safety@spotless

At Spotless, the safety of our employees, contractors, clients and the community is paramount. We believe safety awareness is not just work-related—it's about a personal commitment to injury prevention 24 hours a day, 7 days a week.



CREATING GREAT EXPERIENCES

Whether it be providing critical security for patients and clinical staff at hospitals, preparing nutritious meals at schools, 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 commenced operations in New Zealand in 1970 and today stands proud as the largest integrated service provider in the country. Now New Zealand's fourth-largest employer, we deliver over 400 contracts and are one of the country's foremost providers of cleaning, laundry, food, and asset and facility management and maintenance services.

Clients across New Zealand depend on us to provide services that are essential to the everyday running of their businesses. Our more than 100 integrated services, team of 8,300 exceptional people and innovation agenda allow us to deliver tailored solutions for hundreds of clients. Our clients are from a diverse range of industry sectors including:

- Aged care
- Aviation
- Business and Industry
- Defence
- Education
- Government
- Healthcare
- Property
- Leisure, sports and entertainment

We are mostly known as Spotless, however you may also know us as Alliance, Asset Services, EPICURE and Taylor's.

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



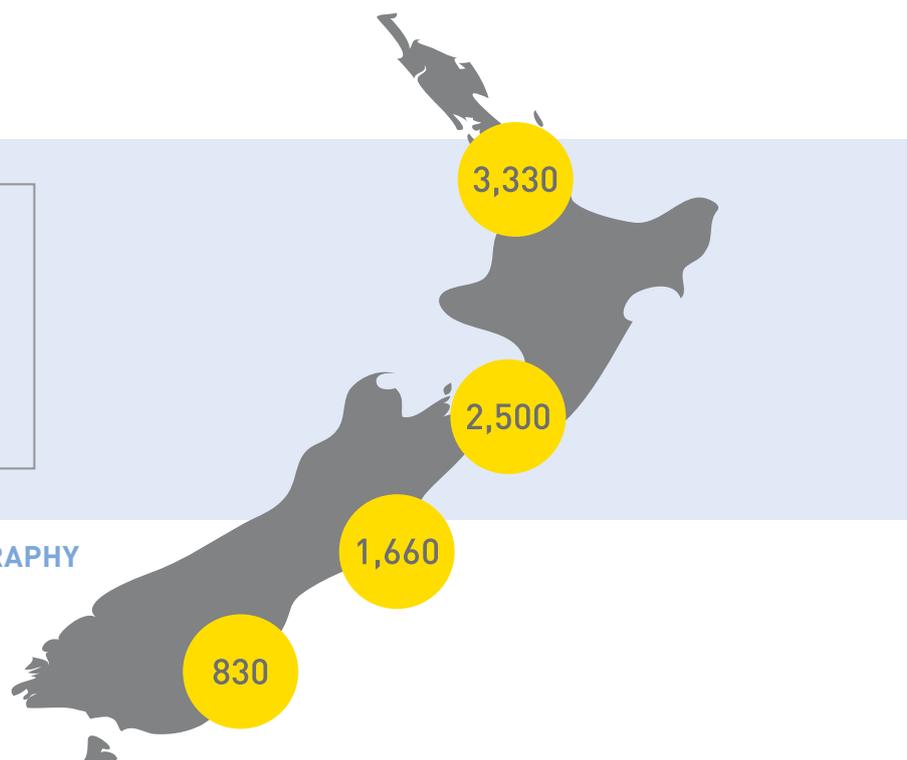
EXCEPTIONAL PEOPLE

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 for our customers.

OUR CAREERS INCLUDE:

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

Spotless is headquartered in Auckland with major regional offices in Wellington and Christchurch. There are 14 branches located across the North and South Islands. Our 8,300 staff are located across both the North and South Islands in hundreds of our customers' businesses.



EMPLOYEES BY GEOGRAPHY

INTEGRATED SOLUTIONS

Spotless' diverse and committed staff delivers millions of hours a year across an extensive range of services that are essential to our customers. 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

- Building management systems
- Building trades services
- Energy efficiency
- Fire & emergency services
- Grounds & gardens
- Handyman services
- Mechanical & electrical services & construction
- Painting services
- Pest control
- Retail fitouts
- Water management

CATERING AND HOSPITALITY

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

CLEANING

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

FACILITY MANAGEMENT

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

HVAC, MECHANICAL AND ELECTRICAL SERVICES

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

LAUNDRY MANAGEMENT

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



GOVERNMENT

Spotless provides property and facilities management services to government departments, agencies and authorities at the national and municipal level.



FACILITIES MAINTENANCE AND MANAGEMENT SERVICES, AUCKLAND

Spotless commenced delivery of maintenance services to Housing New Zealand in 2010 and currently maintains 6,000 public housing assets. Qualified and experienced tradespeople deliver an extensive range of services including brickwork and blockwork, carpentry and decoration, electrical works, exterior painting, flooring, gas fitting and plumbing, and maintenance works. Spotless operates a 24 hour 7 days a week responsive call centre to manage the maintenance requests.



NZ CORRECTIONS

Spotless has delivered facilities maintenance to the New Zealand Department of Corrections since 2010. In 2013, the contract grew to include the Ministry of Justice. Its portfolio includes the majority of prisons and correctional facilities in New Zealand including four head office buildings, 20 prisons and 50 Community Probation Services facilities.

DEFENCE



MANAWATU HUB, DEFENCE NZ

Spotless provides facilities maintenance services under the contracts of Facilities Maintenance and Management Services at New Zealand Defence Force (NZDF)'s Manawatu Hub (Central Region) and National Army Museum, for our client, the NZDF: Defence Property Group. Spotless has provided facilities maintenance services to NZDF since 2011. From June 2016, Spotless will continue to service the contract through to June 2021.

Spotless provides facilities maintenance contracts encompassing:

- Asset management
- Data management
- Operational maintenance
- Cleaning
- Grounds maintenance
- Swimming pool management



EDUCATION

Spotless provides managed services to schools and campuses across the primary, secondary and tertiary educational sectors.



ST CUTHBERTS, AUCKLAND

Spotless undertook the contract for total facility management at this independent Christian girl's day and boarding school over twelve years ago. The contract includes all buildings and grounds within the school boundaries. The team of 26 staff works collaboratively with the St Cuthbert's community on innovations, environmental and safety initiatives. Alliance, our catering division provides food services for the 1,400 students plus teachers.



CHRIST'S COLLEGE, CHRISTCHURCH

Christ's College was modelled on the Public Schools of England, we have been catering at the site for the last 40 years serving fresh food for the 156 boarders and 400 days boys on site. We regularly cater for high prestige events including charity events for the City Mission and tearfund charity. Over the past few years we have hosted Governor Generals and Prime Ministers. Our contract includes cleaning services for classrooms and function suites on a daily basis.



WESTERN INSTITUTE OF TECHNOLOGY (WITT), NEW PLYMOUTH

Spotless provides full facilities services for WITT across two sites, with health and safety being of high priority. Our team covers facilities management, grounds maintenance, cleaning services and security. Alliance, our catering division, provides cafeteria and function catering for small to large events.



RETAIL CAFÉ, AUCKLAND UNIVERSITY

Alliance has operated a Shaky Isles retail café under licence since May 2016. Focusing on great coffee, cabinet food and cook to order the café has rapidly become known as a go to place for students and staff on the campus. Alliance made a conscious decision to employ as many University of Auckland students as possible within the operation, and currently there are in the region of 40 casual students employed in a variety of roles. In August we extended the offer to include a coffee cart in the Engineering school operating five days a week.

HEALTH AND AGED CARE

Our experienced team provides facility management, food, cleaning, laundry, and security services to major hospitals across New Zealand.



CENTRALALLIANCE HEALTH

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



CAPITAL AND COAST, DISTRICT HEALTH BOARD

CCDHB 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. The catering services are delivered through the Buckeye Food Management System to deliver a same day service to our patients. PDA's are used to take a spoken menu which increases our interaction with the patients. Our cleaning services use the TopCat Auditing Tool is used to monitor and report on the cleaning service across all sites. We operate a 24 hour help desk which also manages the model of care service coordinating the cleaning of discharge beds.

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. The cleaning services are for the patient rooms, public areas, tenant areas, building periphery and theatre cleaning. The catering includes high end meal service similar to fine dining, alcohol service to patients and public café with a wide selection of food. Our Taylor's laundry manages all of the hospital and dining linen requirements. The facilities department, taking care of the building services is taken care of by Spotless.



LEISURE, SPORT AND ENTERTAINMENT

Spotless creates premium leisure and hospitality experiences that are enjoyable and cost-effective.



EDEN PARK, AUCKLAND

Our joint venture Eden Park Catering provides premium catering from a la carte corporate catering in a suite to game day retail for up to 50,000 fans. The high quality of food matches Auckland's finest dining, even all of the pies are made on the premises.



WESTPAC STADIUM, WELLINGTON

EPICURE has provided all retail and hospitality catering services along with corporate area cleaning to Westpac Stadium since 1999. With a capacity of 34,000, EPICURE caters to concerts and high profile sporting events.



AMI STADIUM, CHRISTCHURCH

Best known as the home of Canterbury rugby, AMI Stadium has a seating capacity of over 18,000 for sporting events extending to 35,000 for concerts. EPICURE provides the catering for game day and non-game day hospitality.



NEW ZEALAND PARLIAMENT, WELLINGTON

EPICURE proudly offers a wide range of catering services within the surrounds of the parliamentary precinct. Ministers, Members and their staff enjoy a unique array of function rooms, assembly spaces and convenient catering services. EPICURE staff provide professional, diligent and welcoming service, creating an environment that is a 'home away from home'. Within these distinguished settings, EPICURE's team of chefs create thoughtfully constructed dishes inspired by New Zealand's finest produce.

BUSINESS AND INDUSTRY

Spotless provides facility management, catering & food, cleaning, laundry & linen and security services to client sites.



NZ STEEL

Spotless has provided a wide range of FM services over the past ten years with our cleaning provision dating back to 1979. We cover three sites—the Glenbrook site and two remote sites, the Taharoa Mine site and the Waikato North Head Mine site. Our services include laundry, cleaning, HVAC, fire protection, security and alarm, meter reading, concierge and site emergency services.



NEW ZEALAND POST

Spotless provides cleaning services to 263 sites including post shops, Kiwi banks, delivery and courier depots, box lobby's and corporate sites. The sites are located from the far north Kaitaia to the far south Invercargill spread across rural and urban New Zealand. We were awarded the contract in 2014 and employ more than 360 cleaners.



MULTIPLE RETAIL SITES, AUCKLAND AIRPORT

Auckland Airport is one of our largest and oldest contracts in New Zealand. Spotless runs seven retail sites and one conference centre at the Auckland Airports. These are spread across the two terminals with Shaky Isles at International and The River, Vellutto, The Bach & Ale House, Sumo Salad, Alice & George, Shaky Isles, and the conference centre operating out of the Domestic Terminal. Shaky Isles Domestic, was recently recognised in this year's Retail Excellence awards.

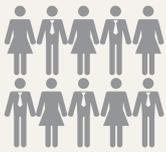


ERNST & YOUNG, AUCKLAND

Alliance Catering has provided function dining services to both staff and guests at Ernst & Young's (EY) Auckland office for over 16 years. Our team has consistently been applauded for the high standard of catering provided to events of all sizes and styles. We provide EY with free issue services and management of the club room areas within the office, and periodic events for partners at external locations. A Front of House manager operates in the Wellington office coordinating the delivery of external catering and servicing the club rooms.





 **36,000**
people

 **140**
offices

FY16*
OVER \$3B
*ESTIMATED REVENUE


innovation
AGENDA

customer
focussed 

1  
integrated
services

★★★★
EXCEPTIONAL
people ★★★★★

SAFETY
FIRST 

 **ASX:**
SPO

OUR BRANDS

INTEGRATED FACILITIES SERVICES



CATERING

alliance EPICURE

LAUNDRY & LINEN


Taylors

ASSET MANAGEMENT

 **ASSET**
SERVICES

ENGINEERING SERVICES

 **AE SMITH**

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