



DELIVERING SOLUTIONS FOR

# LOCAL GOVERNMENT

 **SPOTLESS**  
A Downer Company



 **SPOTLESS**



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.

	<b>ISO 9001</b> Quality Management	<b>ISO 14001</b> Environmental Management	<b>AS/NZS 4801</b> Occupational Health & Safety Management	<b>ISO 55001</b> Asset Management	<b>FSSC 22000</b> Food Safety System Certification
FS 604006	EMS 629898	OHS 652369 OHS 631168	AMS 665799	FMS 625669	

# THE RIGHT SOLUTION

# FOR YOUR COUNCIL

Local governments across Australia and New Zealand face a host of challenges including decreasing incomes from rate capping, population growth and providing job opportunities for communities.

Spotless can provide creative solutions to help councils overcome these pressures and optimise management of their community assets.

With our integrated solutions and a range of partnership models, Spotless can assist in driving down costs and improving productivity.

We partner with council executives on the strategic management of their asset portfolio, allowing them to outsource responsibility, risk and accountability.

Local councils derive a number of benefits including:

- Decreasing management operating costs
- Increasing compliance
- Facilitating change management
- Accessing facility management best practice processes and systems.

## THE POWER OF ONE

Spotless' single contracts allow local government organisations to leverage the benefits of one provider for multiple services.

Our streamlined approach to asset management systems works to move maintenance from 'reactive' to 'planned' spends. This allows councils to better understand the costs of upkeep and extend the life of their assets—and significantly lowers long-term maintenance costs.

Spotless also has the capability to provide shared services across multiple local governments in Australia and New Zealand to provide further savings for all involved.

## ABOUT SPOTLESS

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

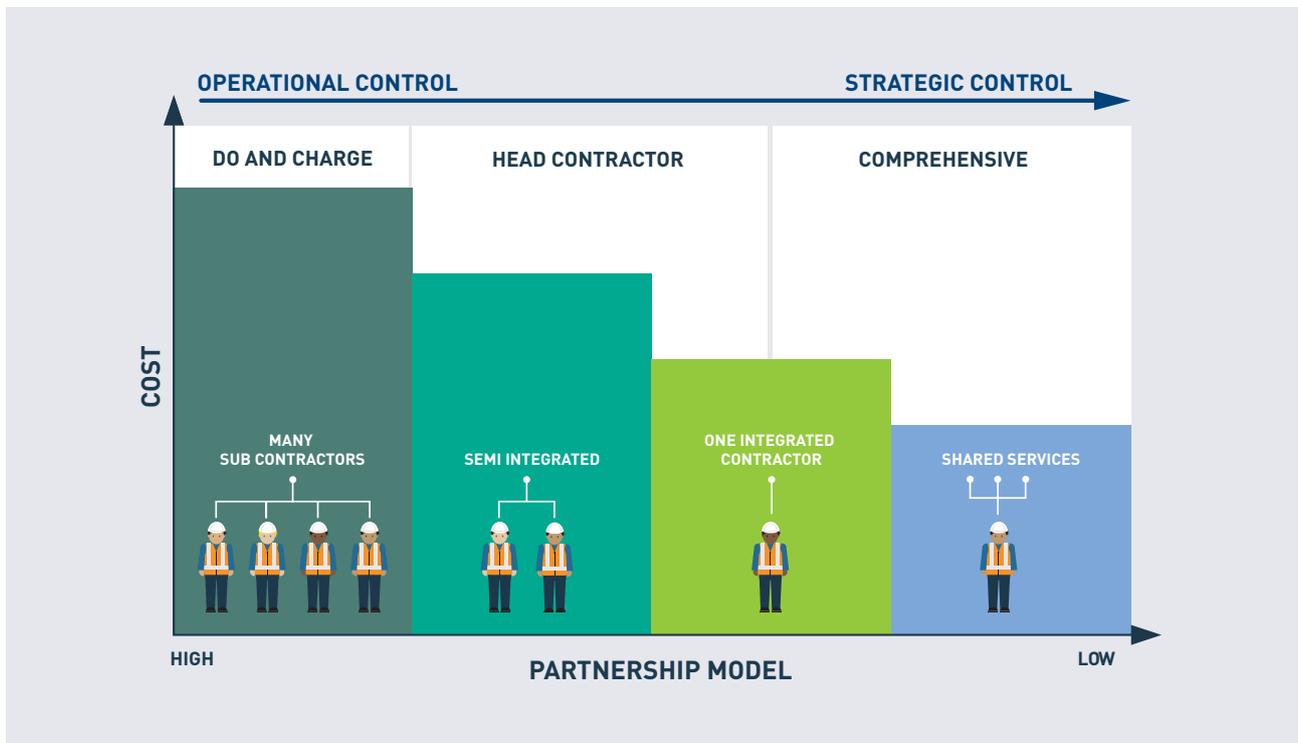
We are unmatched in our ability to deliver integrated services covering asset maintenance and management, catering and hospitality, cleaning, facility management, laundry management, mechanical and electrical, security and utility support services.

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.



# REDUCING COSTS, IMPROVING PRODUCTIVITY

Many councils handle their facilities management using in-house staff or subcontracting to a range of small local suppliers. This diagram explains how by outsourcing essential services to a semi-integrated or integrated model, councils can transfer risk and make substantial cost savings.



## OPTIONS FOR COUNCIL

This chart illustrates the transfer of risk when considering a range of procurement options.

PARTNERSHIP MODEL	LIGHT	MEDIUM	HIGH
Sub contractor management	Light	Medium	High
Stakeholder communications	Light	Medium	High
Real time reporting	Light	Medium	High
Computerised maintenance management system	Light	Medium	High
National contact centre	Light	Medium	High
Innovation	Light	Medium	High
Asset register	Light	Medium	High
KPI management	Light	Medium	High
Asset management planning	Light	Medium	High
Energy management & efficiency	Light	Medium	High
Capital budget management	Light	Medium	High
Life cycle management	Light	Medium	High
Energy performance contracts	Light	Medium	High



# INTEGRATED SERVICES

We are unmatched in our ability to deliver integrated solutions to everyday business needs. 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

## 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 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)

# SOME OF OUR LOCAL GOVERNMENT CLIENTS

## NEW SOUTH WALES

- Albury City Council
- City of Sydney
- Corowa Shire Council
- Cowra City Council
- Dubbo City Council
- Goulburn Mulwaree Council
- Muswellbrook Shire Council
- Orange City Council
- Shoalhaven City Council
- Singleton Council
- Wingecarribee Shire Council
- Wyong Shire Council

## VICTORIA

- City of Melbourne
- City of Yarra

## QUEENSLAND

- Brisbane City Council
- Cairns Regional Council
- Douglas Shire Council
- Gold Coast City Council
- Gympie Regional Council
- Logan City Council
- Mackay Regional Council
- Redlands City Council
- Townsville City Council
- Winton Shire Council

## SOUTH AUSTRALIA

- Adelaide City Council

## WESTERN AUSTRALIA

- City of Perth

# CASE STUDIES



## NEW SOUTH WALES DEPARTMENT OF EDUCATION AND TRAINING (NSW DET)

Spotless has delivered integrated asset maintenance services consisting of preventative and reactive maintenance services to NSW DET school sites and facilities since 2005. Spotless is responsible for 638 NSW DET schools and 17 TAFE schools, providing a 24/7 contact centre for all emergency repairs and teams of trade-qualified managers to tend to the sites. The contract also includes planned and minor building works and maintenance, including upgrades to facility assets and building fabric.



## CITY OF MELBOURNE, VICTORIA

Spotless provides around-the-clock cleaning services for the City Of Melbourne, including street sweeping, rubbish collection, weed control, graffiti removal and storm clean-up. Our team works across a number of major public events and is skilled at minimising traffic disruption and ensuring tasks are carried out efficiently.

Spotless' operations are consistent with the council's energy efficiency, recycling and greenhouse reduction strategies. Our street-sweeping fleet uses biofuels to reduce carbon emissions.



CITY OF SYDNEY, NEW SOUTH WALES

Spotless technical and engineering service provider AE Smith's trigen power system supplies power, heating and cooling to the iconic, heritage-listed Sydney Town Hall. In early 2015, the firm was awarded the contract to design, construct, operate and maintain the gas-fired, Microturbine trigen plant. It is the first trigen system in New South Wales to feed into the power grid.

AE Smith was responsible for every facet of construction, from client and building occupier liaison through to supply and installation. This included 50 tonnes of structural steel.



CITY OF YARRA, VICTORIA

Spotless provides asset maintenance and management, engineering and electrical services, as well as street sweeping for the City of Yarra in Victoria. We also deliver street sweeping for the neighbouring City of Melbourne. As a result, Spotless secured a tender with City of Yarra by identifying how aligning contracts could save time and costs. Spotless highlighted that savings could be achieved through:

- Centralised administration and contract management
- Experience and expertise sharing across both contracts
- Sharing of innovation and best practice
- Centralised repairs and maintenance
- Centralised backup fleet
- Larger base of labour and equipment for emergencies



MACKAY REGIONAL COUNCIL, QUEENSLAND

Spotless provides preventative and reactive air conditioning and refrigeration maintenance at all council sites in the Mackay region. We design, engineer and install systems to meet council needs, while also providing energy saving solutions and life cycle analysis for budget purposes.

Spotless undertakes HVAC control maintenance and manages subcontractors associated with works such as water treatment. We also deliver electrical maintenance for public housing.

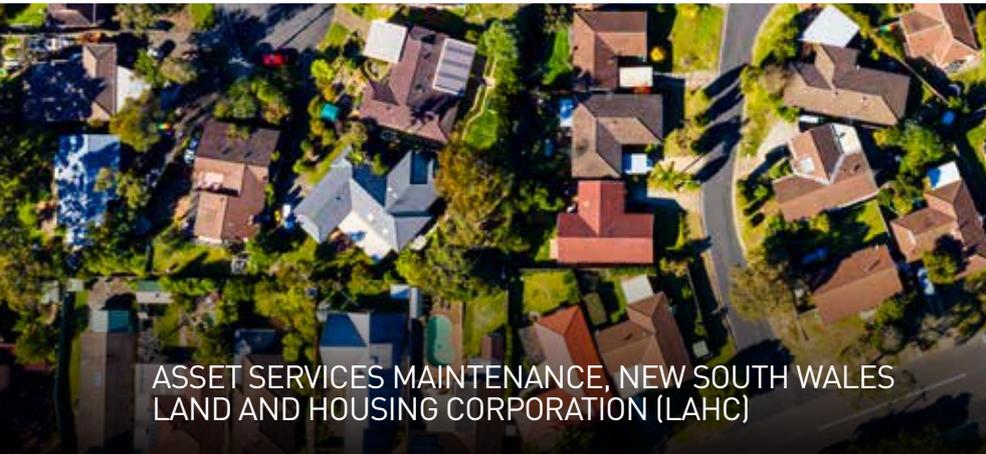


ADELAIDE CITY COUNCIL, SOUTH AUSTRALIA

Spotless technical and engineering service provider, AE Smith, completed internal painting of Adelaide Town Hall Auditorium for the Adelaide City Council in 2016. Our team was commissioned to achieve a high standard of refurbishment whilst completing the project in a short one-week timeframe.

AE Smith worked closely with an architect and heritage consultant to bring the facility back to its original 1800s colour scheme, achieving a very high standard of finish and accurate representation.

## CASE STUDIES CONTINUED



ASSET SERVICES MAINTENANCE, NEW SOUTH WALES  
LAND AND HOUSING CORPORATION (LAHC)

Since 2002, Spotless has shared a long-term partnership with LAHC. Spotless delivers Asset Services maintenance for the LAHC as part of a five-year contract. Under the contract, Spotless maintains over 24,000 properties, including maintenance, capital works and restoration / heritage works. The facilities management services are provided to residential properties across three regions in Central Coast New South Wales, Inner West Sydney and Illawarra.



FACILITIES MANAGEMENT SERVICES, SOUTH AUSTRALIA

In 2014, Spotless was awarded the Department of Planning, Transport and Infrastructure—South Australia facilities management contract following a successful re-tender. Spotless was awarded both available regions (Central and North) encompassing approximately 1,600 sites including public hospitals, correctional facilities, schools and CBD buildings. These sites are operated by 30 government agencies.







INTEGRATED FACILITIES SERVICES



EPIASURE



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