



Facilities Management

Transfield Services is a leading provider of strategic and operational facilities management services throughout Australia, New Zealand, India, the Middle East and the United States of America.

We work with our business partners to understand their business goals and implement a facilities management strategy to ensure they are achieved.

► Our Services

- ▶ Asset management and life-cycle planning
- ▶ Facilities maintenance – planned and reactive
- ▶ Sustainability audits, project management and implementation
- ▶ Sustaining capital works
- ▶ Project management
- ▶ Property portfolio management
- ▶ Call centre, finance and administration outsourcing
- ▶ Hospitality and catering
- ▶ Open space and grounds maintenance
- ▶ Major event management, and
- ▶ Logistics support, stores and transport maintenance.

► Our Value

- ▶ Improved business processes
- ▶ Enhanced asset performance
- ▶ Reliable asset and performance information, and
- ▶ Reduced procurement costs.

► Our Subsidiaries

USM
Hofincons

► Our Joint Ventures

Sentinar
Five D
Transfield Mannai Facilities Management Services

► Our Business Relationships

Australia

Telstra
BP
BlueScope Steel
Flight Centre
Department of Defence, Australia
Department of Sustainability and the Environment, VIC
NSW Department of Services, Technology and Administration
Housing NSW
Department of Planning and Infrastructure, WA
Morrington Peninsula Shire Council

United States of America

Walmart
Toys R Us
Target
Starbucks
Gap
Apple
Michaels
Ross Dress for Less Stores
Burlington Coat Factory

New Zealand

New Zealand Defence Force
Telecom New Zealand
Housing New Zealand Corporation
District and City Councils
Royal New Zealand Police College
New Zealand Wool Handlers

Middle East

Qatar Foundation
ExxonMobil
Shell
Qatar Petroleum

► Our Business Relationships

Australia

Telstra, Australia-wide

Transfield Services has expanded its facilities management services to Telstra's network through our joint venture, Sentinar. The name comes from sentinel (to guard) and sentina (vigilance) and symbolises the joint venture's aim to guard and protect Telstra's network infrastructure.

The joint venture brings together Transfield Services' facilities management expertise with Silcar's telepower services, demonstrating our ability to work in partnership to seek a more innovative and client focused solution to improve Telstra's business.

The scope of works for Transfield Services includes breakdown maintenance, preventative maintenance, minor improvement works, management of capital works (excluding delivery), property management and associated services. This work covers all buildings, exchanges, satellite tracking stations, mobile base stations, regional and remotes sites, 24 hours a day.

Department of Services, Technology and Administration, NSW

Transfield Services maintains more than 380 schools through our work for the Department of Services, Technology and Administration. Through an integrated network of subcontractors, we manage a full suite of maintenance services for schools, including programmed works, emergency and reactive maintenance and planned building services works. Since 2006, we have provided cleaning services for schools, colleges and other government sites in the Central Coast, Maitland/Muswellbrook and Newcastle/Lake Macquarie regions.

A key success has been the reduction in workplace incidents to levels that are now less than half the historical average. We will continue our unwavering focus on driving this positive trend and encourage safe work practices that help protect our employees, school staff and the student populace.

Housing NSW

Our relationship with Housing NSW to maintain over 60,000 property facilities showcases our customer service and alliance philosophy. Through this contract, we manage over 800 subcontractors to provide a 24-hour facilities maintenance service including electrical, plumbing, painting and refurbishment works.

Department of Planning and Infrastructure, Western Australia

Transfield Services maintains the Department for Planning and Infrastructure's marine assets including, jetties, pens, moorings, boat ramps, buildings, grounds, pavements, roads and lighting at metropolitan boat harbours. We also maintain, upgrade and replace land-based and offshore navigation aids throughout the State.

New Zealand

Housing New Zealand Corporation

Transfield Services maintains more than 7,000 residential properties on behalf of Housing New Zealand Corporation.

Telecom New Zealand Limited

Transfield Services provides a comprehensive facilities management service to one of New Zealand's largest listed companies, Telecom New Zealand Limited. This service includes facilities management of properties in Telecom's commercial office and network utilities portfolio, including more than 4,000 wireline network sites, 850 mobile phone sites and more than 50,000 square metres of office space. We have delivered operational efficiencies and significant cost savings by refurbishing and optimising previously vacant office space.

North America

Ross Dress for Less Stores

USM provides interior floor maintenance services to 1,200 stores on behalf of Ross Dress for Less.

Michaels

Michaels is the largest specialty retailer of arts and crafts materials in the United States. USM provides facilities management services to 1,140 Michaels stores across the US and Canada.

USM has a 24-hour, seven-day, all year round call centre exclusively to manage facilities management services for Michaels stores.

USM manages all building services, including heating, ventilation and air conditioning (HVAC), electrical, roofing, exterior services, plumbing, repair and maintenance, painting, alarms, fire inspection, floor care, and janitorial services and manages internal departments including real estate, construction and loss prevention.

USM also manages Michaels' third party vendors including waste management, energy management, communication works and security. USM also provides Michaels with accrual and billing services.

India and the Middle East

Hofincons

Transfield Services' wholly-owned subsidiary Hofincons provides facilities management services to clients across India and the Middle East, including Hewlett Packard, IBM Global Services, Novell Software, Toyota Kirloskar and AXA Business Services.

Transfield Mannai Facilities Management Services

In Qatar, Transfield Services provides strategic facilities and asset management services in a joint venture with Mannai Corporation – Transfield Mannai Facilities Management Services. The joint venture works with more than 100 clients including Qatar Foundation, ExxonMobil, Shell, Qatar Petroleum and several government departments and agencies.



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