

## OUR TECHNOLOGY

City Care's expertise in the field is supported by innovative IT and communications systems capabilities. These systems can be easily replicated across our operational regions, ensuring the smooth delivery of a national service. We have significant experience and ability in improving the quality of our client's asset management data. To do this we focus on real-time data capture and recording direct from the field to our client's financial and asset management systems, as well as our customer's call centres.

## ADDING VALUE AND GOING THE EXTRA MILE

At City Care we don't believe in just measuring up to our client's expectations – we aim to exceed them. And we believe in delivering added value.

Under all of our maintenance agreements, City Care is contracted to provide services in response to civil emergency events. This can range from fires through to flooding, heavy snow and high winds. At any given time, we can mobilise more than 800 staff and a wide range of equipment nationwide in response to a civil emergency.

## OUR VALUES

City Care's values represent our culture and provide the framework for the way we do things. Having an excellent attitude to work, seeking out ways we can become better and better at what we do, and showing respect for ourselves and others are what City Care's values are based on. We are proud of the way our staff live our values and this often leads to compliments from our clients as to the way in which our people have exceeded the customer service levels expected of them.

### ★ WE CREATE STARS

We educate, train, mentor and coach others whenever we can

### ▮ BETTER AND BETTER

Every day we aim to get better and better at what we do

### ⊕ ONE TEAM

We manage the whole company as a system of interconnecting parts

### ✿ BUILDING PARTNERSHIPS

The key to our success is positive client relationships

### 🌱 CONSIDERING TOMORROW

We are responsible and sustainable

**OUR GOAL IS TO BE REGARDED BY OUR CUSTOMERS, EMPLOYEES, SHAREHOLDER AND COMPETITORS AS THE BEST IN THE BUSINESS**

## CONTACT DETAILS

### NATIONAL OFFICE

226 Antigua Street  
PO Box 7669  
Christchurch 8240  
Ph: 03 941 7200  
Fax: 03 941 7202

### SOUTHERN REGION

#### Christchurch Branch Office

245 Milton Street  
Sydenham  
PO Box 7669  
Christchurch 8240  
Ph: 03 941 7199  
Fax: 03 941 7201

#### Pages Road Depot

Shuttle Drive  
Bromley  
Christchurch  
Ph: 03 941 5778  
Fax: 03 941 5779

#### Springs Road Depot

205 Springs Road  
Christchurch 8042  
Ph: 03 941 7621  
Fax: 03 941 7618

#### Timaru Depot

18 Sheffield Street  
Washdyke  
Ph: 03 941 6190  
Fax: 03 941 6191

#### Dunedin Depot

343 Kaikorai  
Valley Road  
Bradford  
Dunedin 9011  
Ph: 03 453 1071  
Fax: 03 453 1073



### NORTHERN REGION

#### Auckland Branch Office

11 Neil Park Drive  
East Tamaki  
PO Box 8243  
Symonds St  
Auckland 1150  
Ph: 09 966 2700  
Fax: 09 966 2714

#### Rodney Depot

40c Forge Road  
Silverdale 0932  
Ph: 09 426 9085  
Fax: 09 426 9735

#### Tauranga Branch Office

2 Truman Road  
Te Maunga  
PO Box 10-290  
Bayfair  
Mt Maunganui 3152  
Ph: 07 927 7100  
Fax: 07 927 7101

#### New Plymouth Branch Office

1 Dean Place  
PO Box 7073  
Fitzroy  
New Plymouth 4341  
Ph: 06 769 5670  
Fax: 06 769 5671

#### Hawera Depot

92-96 Collins Street  
Hawera 4610  
Ph: 06 278 1326  
Fax: 06 278 1327

#### Wellington Branch Office

Unit 2  
6 Hurring Place  
Newlands  
PO Box 13-046  
Johnsonville  
Wellington 6440  
Ph: 04 891 1300  
Fax: 04 891 1301

city care

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# COMPANY PROFILE



**PROUD to BUILD, MAINTAIN and MANAGE NEW ZEALAND'S Infrastructure and Amenity Assets**

city care



970 STAFF WITH  
6,225 YEARS TOTAL  
COMBINED SERVICE

642 FLEET VEHICLES,  
920 SMALL PLANT ITEMS  
AND 420 EQUIPMENT  
ITEMS NATIONWIDE

City Care Limited (City Care) is a leading provider of construction, maintenance and management services across New Zealand's infrastructure and amenity assets.

We recognise the importance of our nation's current infrastructure and the creation of new assets to take us into the future.

At City Care we work around the clock maintaining and managing our nation's parks, gardens, sportsfields and cemeteries, waterways and coastal areas, buildings and public facilities, roading networks and water and wastewater networks.

### WHAT WE DO

Our company operates across four distinct sectors of the national contracting market. These are:

#### Water and Wastewater

City Care provides construction, maintenance and management services for complete water, wastewater and stormwater networks. Services range from the installation, repair and maintenance of pipes, fire hydrants and valves, to the construction, operation and maintenance of treatment plants and pumping stations, including electrical components.

#### Facilities Management

City Care offers a full facilities management service including comprehensive maintenance management solutions and the essential trade services of carpentry, painting, plumbing and electrical work. We provide asset management planning and lifecycle assessments, as well as management services covering building compliance and scheduled maintenance. Our expertise includes heritage building restoration and graffiti removal.

We run a workshop from our Christchurch Branch Office offering vehicle, small plant and engineering maintenance services including in-field and mobile lubrication services. We also operate a sign shop and on-site hirepool facility.

#### Parks

City Care maintains parks, gardens, playgrounds, sportsfields and cemeteries, providing specialist horticultural, arboricultural and turf care advice. We undertake all aspects of street and park tree maintenance and removal. We also design and construct landscapes and restore and maintain ecologically sensitive waterways and coastal areas.

#### Roading

City Care provides road construction, surfacing and maintenance, bridge maintenance and construction, civil site works and sub-division construction. We deliver road marking and traffic management services, as well as cleaning and sweeping road networks and pedestrian areas such as malls and town squares. City Care has an asphalt plant in Christchurch for manufacturing bituminous roading products. Our IANZ accredited laboratory offers materials testing.

#### OUR STAFF

City Care's most valuable asset is our staff. We have over 970 skilled, talented and motivated employees throughout New Zealand – a high percentage of whom have many years experience in their field of work. The pride our staff have in their work is reflected in our job performance and the way we interact with our clients and the public.

At City Care we offer a supportive working environment focused on operational excellence where our people's safety is of paramount importance.



11 BRANCH OFFICES  
AND DEPOTS  
THROUGHOUT  
NEW ZEALAND



City Care is committed to the continual development of a highly skilled workforce. We have a company-wide staff development programme, which gives all employees the opportunity to gain relevant qualifications through individually tailored management and career development pathways.

#### OUR CLIENTS

At City Care the key to our success is positive client relationships. We develop and maintain close personal contact with our clients so that we are better informed and we make a point of tailoring our services to meet our client's individual needs.

We pride ourselves on building strong relationships with our clients and customers based on comparable values and mutual respect. By working together as one team with common goals and values, we are able to provide high levels of service to our local communities.

Our clients include local and central government authorities and other major owners of infrastructure and assets including educational institutions and commercial businesses. We also undertake work for other contracting companies and private individuals.

#### OWNERSHIP

Established in 1999, City Care has an annual turnover of approximately \$115 million. City Care is a Council Controlled Trading Organisation (CCTO) operating under the Local Government Act 2002. Our company's sole shareholder, Christchurch City Holdings Ltd (CCHL), is one of New Zealand's largest companies with total assets at 30 June 2007 in excess of \$2.1 billion.

#### OUR COMMITMENT TO BEST PRACTICE

City Care's vision to be the best in the business encompasses all aspects of our operations. We are committed to adopting responsible social, environmental and value-adding approaches to all aspects of our business. This means that in addition to operating the business to generate appropriate financial returns and dividend streams to our shareholder, we consider the impact of our activities on our staff, our clients, the environment and the communities we work within.

As a measurable indication of our commitment to best practice in all areas of our business, we maintain accreditation to the following standards:

- ISO 9001 Quality Management Systems
- ISO 14001 Environmental Management Systems
- NZS 4801 Health and Safety Management System
- ACC Partnership Programme

#### CONTINUOUS IMPROVEMENT

At City Care, we remain agile so that we can rapidly respond to market changes and opportunities for growth. We continually seek improvement in individual performance and the way we do things as a company. We keep up to date with industry and technology developments.

#### SUSTAINABILITY

We seek sustainable growth through a focus on the future and a willingness to make long-term commitments to our clients and stakeholders. City Care takes pride in the fact that a significant component of our day-to-day work is providing positive benefits for the communities we operate in. We are committed to helping make New Zealand's cities and town centres better places to live.