

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

**OUR COMPANY**

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

Our staff work around the clock maintaining and managing our nation's parks, gardens, sportsfields, cemeteries, waterways and coastal areas, buildings and public facilities, roading networks, and water, wastewater and stormwater networks.

We keep an eye on the future, working with our clients to create new infrastructure and amenity assets for the well-being and enjoyment of New Zealanders throughout the country, 365 days a year.

City Care operates across four distinct sectors of the national contracting market as follows:

**PARKS:** Providing leading parks and greenspace maintenance and development services.

**FACILITIES MANAGEMENT:** Delivering comprehensive facilities maintenance and management services.

**ROADING:** Providing quality roading maintenance and construction services day and night.

**WATER AND WASTEWATER:** Providing efficient water, wastewater and stormwater network services to over one million New Zealanders.

At City Care we take pride in the fact that a significant component of our day-to-day work is providing positive benefits for the communities in which we operate. We are committed to helping make New Zealand's cities and town centres better places to live.

City Care's quality systems are certified to ISO 9001, our environmental systems to ISO 14001 and our health and safety systems to NZS 4801. City Care is an accredited employer in the ACC Partnership Programme.

**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.

**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**

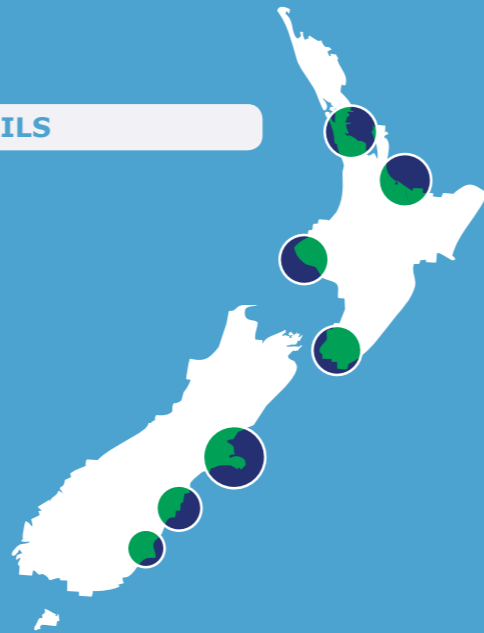
1 Dean Place  
PO Box 7073  
Fitzroy  
New Plymouth 4341  
Ph: 06 769 5670  
Fax: 06 769 5671

**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



# WATER AND WASTEWATER



**Providing EFFICIENT water, wastewater and stormwater network services to over ONE MILLION New Zealanders**





**8,599,000M (8,599KM)  
OF WATER PIPES  
MAINTAINED SUPPLYING  
327,753 PROPERTIES**

**7,319,000M (7,319KM)  
OF WASTEWATER PIPES  
MAINTAINED SUPPLYING  
308,825 PROPERTIES**

City Care is proud to provide water, wastewater and stormwater network services to over one million New Zealanders.

We provide construction, maintenance and management of complete water, wastewater and stormwater networks. This ranges 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 componentry.

With innovative systems and equipment, including trenchless technology and closed circuit television (CCTV) for pipeline inspection and reporting, City Care is able to minimise the need for costly and disruptive excavations to investigate and repair network problems.

Our clients include central and local government authorities.

### OUR STAFF

City Care's most valuable asset is our staff. We have a highly skilled, talented and motivated team of over 970 staff throughout New Zealand. At City Care we offer a supportive working environment focused on operational excellence where our people's safety is of paramount importance.

### OUR CLIENTS

At City Care the key to our success is positive client relationships. We don't believe in measuring up to our client's expectations – we aim to exceed them. 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.

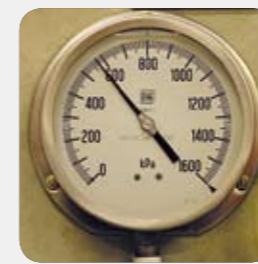
### DELIVERING A NATIONAL SERVICE

City Care's size, the strategic geographical placement of our depots, the vast experience of our staff and our extensive fleet mean that we are able to effectively and efficiently deploy our people and resources throughout the country where they are needed, providing a flexible national service to our clients. This flexibility and our range of specialist services offer our clients the ability to utilise their existing relationship with City Care to meet their developing needs.

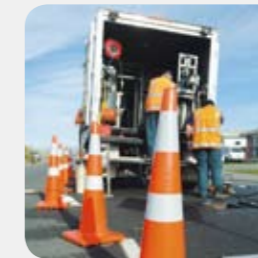
City Care's national capability extends to mobilising our staff and resources in emergency or civil defence situations.

### 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. In keeping with City Care's goal of continual improvement, we are constantly refining and developing these systems to enhance the information needs and abilities of our clients.



**353 SEWER  
PUMP STATIONS  
MAINTAINED**



### Water

- Construction, upgrade and maintenance of reticulation networks
- Operation and maintenance of pumping stations and water treatment plants
- Installation and servicing of fire hydrants and sluice valves
- Reservoir construction and cleaning
- Leak detection and investigation
- Design, installation and maintenance of irrigation systems
- Under pressure tapping of water mains

### Wastewater and Stormwater

- Network construction, upgrades and maintenance
- Operation and maintenance of pumping stations and treatment plants
- CCTV inspections and reporting
- Cleaning and flushing of reticulation networks

### Trenchless Pipe Technology

- Pipe bursting and grouting
  - Slip lining
  - Full pipelining and patch lining
  - PE pipe welding
- ### Asset Management Services
- Condition assessment projects
  - Lifecycle planning
  - Validation and verification of assets
  - Condition and gap analysis
  - Provision of scheduled maintenance plans
  - Strategic asset advice

### Additional Services

- Cable and gas pipeline installation
- Surface restoration of trenching
- Directional drilling
- Electrical switchboard construction and maintenance
- Meter installation and reading

**2,517 WATER MAIN  
BREAKS ATTENDED  
AND 2,135 SEWER  
MAIN BREAKS  
AND BLOCKAGES  
ATTENDED YEARLY**