

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

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Timaru Depot

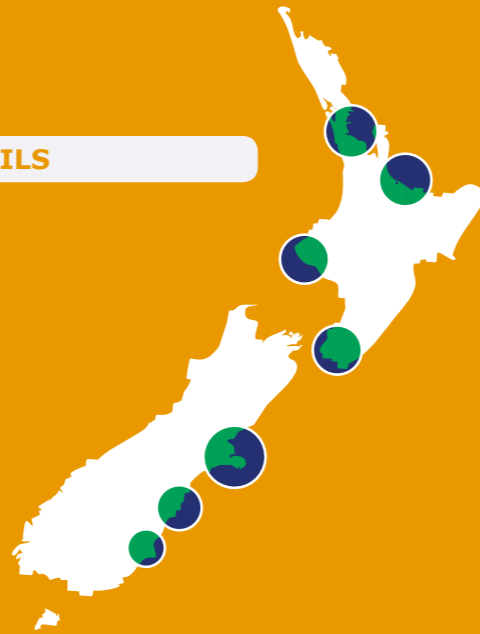
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FACILITIES MANAGEMENT



Delivering COMPREHENSIVE facilities maintenance and management services NATIONWIDE





6,110 RESIDENTIAL UNITS MAINTAINED

31,039 REACTIVE CALL-OUTS RECEIVED ANNUALLY

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. Our expertise includes heritage building restoration and graffiti removal. Specialist building services such as heating, ventilation and air conditioning installation and maintenance and lift maintenance are offered via managed sub-contracted services.

Our team provides asset management planning and lifecycle assessments, in addition to management services covering building compliance and scheduled maintenance.

Reporting can be tailored to individual needs and information can be provided in real time.

By delivering streamlined management and maintenance solutions we can reduce the cost of managing property assets, allowing the asset owner to concentrate on their core business.

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.

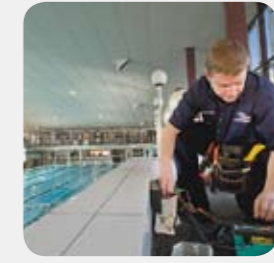
DELIVERING A NATIONAL SERVICE

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.



438 COMMERCIAL BUILDINGS MAINTAINED



Trade Services

- Carpentry - interior maintenance work, ranging from small repairs to complete renovations and refurbishments
- Plumbing and electrical repairs and installations
- Painting services
- Heating, ventilation and air conditioning installation and maintenance
- Lift maintenance
- Security services
- Fire protection systems management
- Lighting installation and maintenance
- Glazing services
- Cleaning services
- Grounds maintenance

Management Services

- Amalgamation of building and maintenance services
- Comprehensive reactive and scheduled maintenance services
- Project management
- Space planning and move management

Asset Services

- Condition assessment projects
- Asset validation and verification
- Asset management planning and strategic asset advice
- Life cycle management and maintenance planning
- OPEX and CAPEX renewal and upgrade planning
- GIS/GPS plotting of built assets and greenspace

Technical Services

- Legislative compliance including building warrants of fitness
- Environmental management including energy audits and Green Star assessment
- Procurement and supply chain management
- Historic site maintenance to World Heritage Conservation standards