



CAPABILITY STATEMENT

Assetlink Village Services

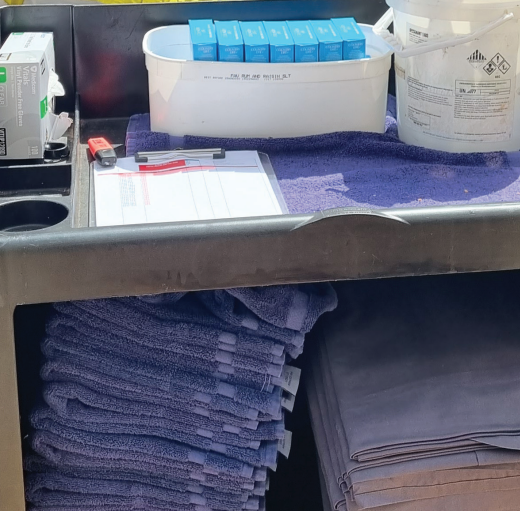


ASSETLINK
VILLAGE SERVICES

A landscape photograph showing a sunset over a dry, bushy area. The sky is filled with clouds, illuminated by the setting sun, creating a warm orange and yellow glow. In the foreground, there is a fence line with wooden posts and wire, and some low-lying green and brown vegetation. The ground is reddish-brown soil.

ACKNOWLEDGEMENT OF COUNTRY

We acknowledge the Traditional Custodians of the land and waterways on which we work and live. We recognise their continuing connection to land, water and community. We pay respect to Elders past, present and emerging.



Assetlink Village Services



Assetlink Village Services (AVS) was formed in 2020 and has quickly established a strong reputation for safely delivering quality services. We work with mining companies throughout Australia on a variety of small and large projects.

Our expertise in the remote village mining sector sets us apart. We are solution-focused, easy to deal with, customer-centric and committed to forming lasting partnerships built on honest and transparent communication.

We bring you many years of operational experience, our leadership team has supported several high-profile projects throughout Australia, we support all project stages, from exploration and construction and into operations.

Assetlink is a 30-year-old, privately owned Australian Integrated Facilities company, employing over 2,500 team members within Australia and New Zealand.

Powered by Assetlink, we are large enough to support your project and at the same time small enough to value all our customers within our growing portfolio.



“I had the privilege of meeting your manager last week at the camp. Watching her with fellow colleagues was fantastic. Her wonderful personality shines through no matter who they are (client, fellow workmates and residents of the camp, she certainly makes every individual's stay one to remember. Her organisational skills are excellent and she makes every individual feel important. You guys are on a winner there. I give her eight stars out of five stars for her dedication and professionalism. There are not many people like that left in the world, to be honest.”

Feedback received from one of our customers



Our non-negotiables: Safety & Core Values

We are committed to providing a safe and healthy workplace for all team members. We recognise our responsibility to provide, maintain and to continuously improve health and safety standards and practices.

Safety Vision: “To have a workplace where our environment is protected; and all team members, through their behaviours and choices, put the safety of themselves and others first; so that our people go home uninjured at the end of every workday.”

Our safety commitment and achievements

- Embedded safety culture and strong site-based experience and knowledge of mine site requirements and expectations
- Established online reporting, investigation and audit systems
- Programmed safety awareness campaigns
- Dedicated national safety and injury management resources
- Operating systems certified to AS 4801:2001, OH&S 1800:2007 and ISO 14004:2015

ServiceNow

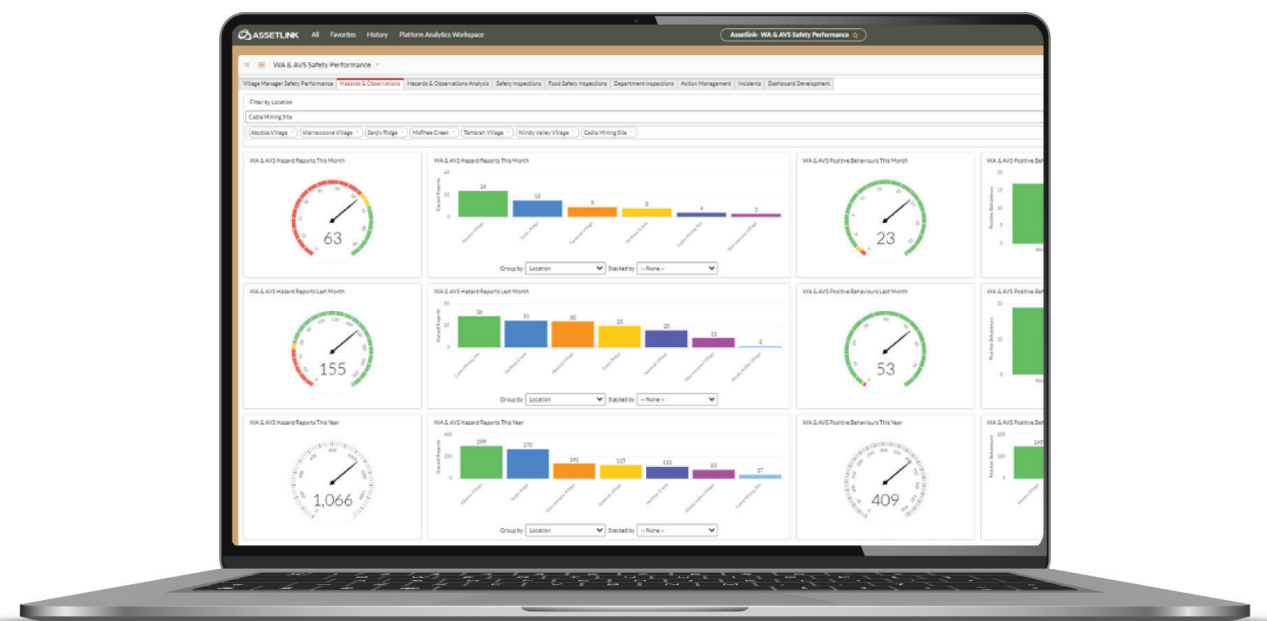
All sites have access to ServiceNow (Assetlink’s Work Management platform), enabling instant notification, supported investigations and remedial action plans.

Our operations are supported by Assetlink’s 24/7 helpdesk and our ServiceNow IT Platform. ServiceNow uses a single point of entry enabling our team members to quickly and easily report hazards, incident reports, safety interactions, inspections and operational audits. Data is captured in near time and the filters enable our teams to review each element including items such as reports, photos, and actions plans.

Critical data is shared with our customers providing transparency, accuracy and timely information, helping to support informed business and operational decisions.

Safety Performance Dashboard

AVS digitally monitors our safety performance, providing a convenient way to track and visualise our progress.



Our People - Our Focus

We are proud of our people and are committed to supporting their professional advancement and personal growth through learning pathways and access to our mentorship program.

Toolbox training delivered via our online Learning Management System, includes mandatory topics and role-specific subjects. Training completion is recorded and reported to ensure compliance.

We are proud of our people and invest heavily in their wellbeing and career development. We are committed to help each team member reach their potential within our community and in their professional journey.

Our investment is rewarded as we experience above industry standard engagement and retention rates.

We recognise that Mental Health and Wellness is just as important as physical health.

Our intranet titled iConnect, hosts substantive information and resources to help guide and support our teams. Information is provided to assist team members recognise the signs and symptoms of mental health conditions and tips on how to manage stress. Support is provided to enable us to look after ourselves as well as those around us.

Team members can access our confidential and free Employee Assistance Program at any time 24/7. Further support agencies and resources are readily available.

Community Engagement

Indigenous and Community Engagement

We are currently working on the documented objectives and commitments included in our Innovate Reconciliation Action Plan (RAP).

Positive momentum has been achieved as we meet our RAP objectives and deliver our commitments. We aim to align our philosophy to understand and celebrate Australia's diversity and enhance our cultural awareness, giving back to First Nations communities and helping to bridge the gap.

In each project we operate, AVS aims to engage with First Nations peoples, businesses and communities.

Engagement is focused on three key areas.

- Employment - Direct/Indirect
- Supply Chain
- Community

Our aim is to provide employment opportunities with structured support, including a mentorship program, development and succession planning. By enabling an established career pathway, AVS hopes to improve long-term employment outcomes and enhance a meaningful and equitable future for Aboriginal and Torres Strait Islander peoples.

Project-specific Indigenous Engagement Plans are developed in partnership with Indigenous leaders.

Diversity and Inclusion

AVS approaches all business transactions ethically and with the utmost respect for all community members. We support many programs and causes to advance and improve workplace harmony.





Food & Beverage

Villages are designed to be the focal point of relaxation and connection. Our services support the residents when away from work and we focus on ensuring our teams are friendly and approachable, playing a pivotal role in helping create and sustain a positive village culture.

Food is an emotive and divisive subject; food helps us perform at our best each day and invites us to relax with our friends and work colleagues in a social setting.

With this in mind, we create menus that focus on food that is authentic, wholesome and satisfying, accompanied by suitable relishes, dips, dressings and seasonings to complement and enhance the dining experience.

Our food is prepared and cooked on site by trained and carefully mentored chefs and assistants. Dishes are carefully and thoughtfully presented, garnished and attentively maintained for the full meal services period.

Batch-cooked as near to consumption time as possible, all meals are made with quality ingredients that are sourced from local suppliers.

Supported by our Executive Chef, our teams are encouraged to demonstrate their flair and passion for great food and to communicate with residents to learn about their favourites and any specific dietary needs.

Tavern and Retail

The tavern and retail areas provide many residents with a welcome opportunity to relax and wind down each day after work. Our team's focus is to ensure these areas are safe, inviting and comfortable, responsibly serving a full range of chilled non-alcoholic and alcoholic beverages.

Dining options can include typical short order bar meals, hamburgers, pizzas, and wedges, plus on trend snacks such as Bao buns and sliders.

Our retail offer is tailored to fit the project and ensure residents can purchase personal hygiene items, a wide range of healthy and traditional snacks, confectionery, and beverages.

Cashless transactions are quickly processed by our friendly teams.



“We are excited and feel privileged to extend our unique culture into Australia’s most important industry sector. We truly believe that our commitment to partnership and providing service excellence will enrich and add considerable value to your village experience. We look forward to serving you.”

AVS Team



Our Services

We support your project by delivering a full suite of village management services.

- Catering
- Housekeeping
- Industrial Cleaning
- Retail and Tavern
- Accommodation Management
- Grounds and Gardens
- Waste and Recycling
- Pest Control
- Maintenance
- Bus Driving
- Aerodrome Support
- Health and Wellbeing and Gym and Sports Supervision

Cleaning Services

AVS understand the importance of delivering service excellence when providing housekeeping and janitorial services.

The first impression when arriving at the village is critical, helping to form a positive impression of the overall village and the services provided. It is of utmost importance that the first point of contact, whether it's the site office, dining room or accommodation unit, is well maintained and hygienically presented.

Innovation

As part of our commitment for continuous improvement in technology and innovation, we invest heavily and are continually looking for ways to reduce risk, improve performance and increase productivity. Our investment in robotics and IoT provides accurate and near time data enabling quick and informed business and operational decisions.

This information enables us to invest in the right equipment and service delivery methods, ensuring employee safety, effective facility/asset maintenance and resident satisfaction.

Maintenance

As an experienced services operator providing maintenance services across many industry sectors, we are committed to maintaining village facilities and equipment in accordance with the manufacturers and warranty guidelines.

With the experience to ensure that assets enjoy less down time; the average working life of equipment is extended through the introduction of a thorough preventative maintenance program.

Working with our clients, we create a preventative maintenance schedule identifying the key warranty items and statutory obligations.

The Maintenance Program is hosted in ServiceNow and ensures all accommodation assets and camp facilities, including the kitchen areas and fire equipment, are regularly checked and maintained.



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