



CAPABILITY STATEMENT

Assetlink Village Services



About us

Backed by over 27 years of experience in the integrated facilities management services, Assetlink is thrilled to have extended our service offering into the Mining sector, providing hospitality and support services to accommodation villages and camps.

With a current portfolio of large integrated services contracts to major Australian companies, including BHP, Qantas, AGL, Lendlease, AMP Capital and Australia Post, our team is proud to also include the following villages in our fast-growing portfolio.

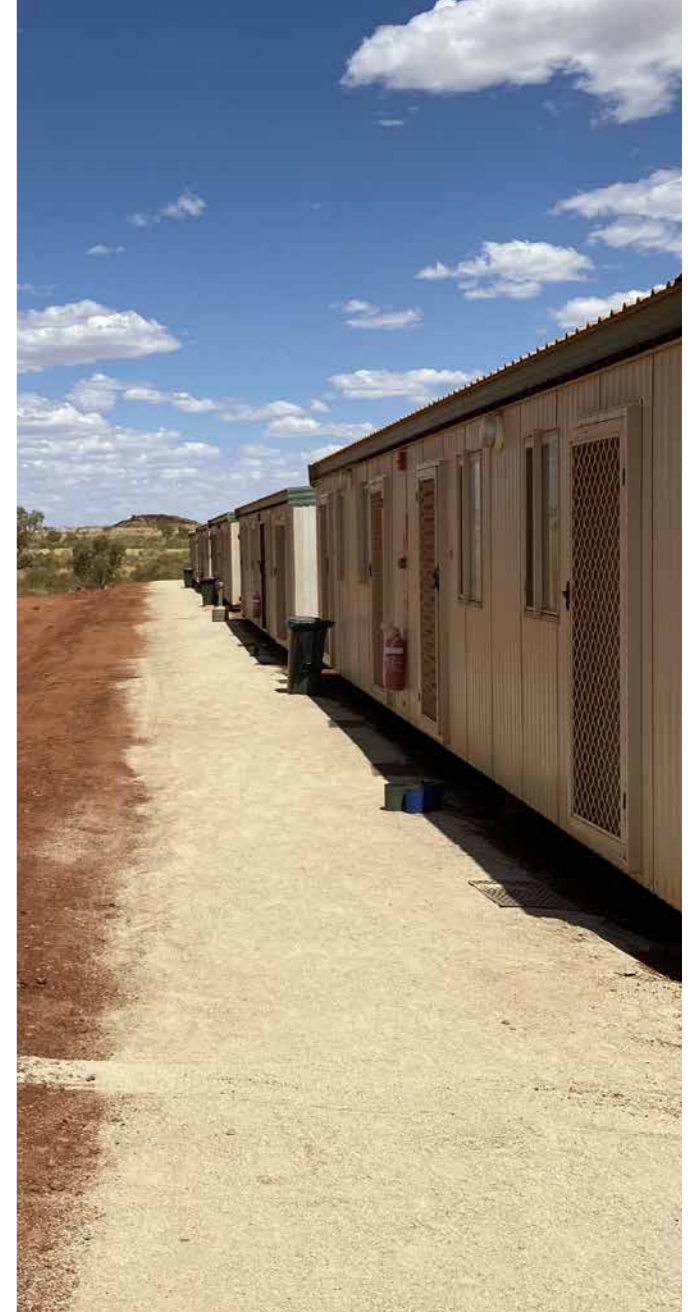
- Atlas Iron – Sanjiv Ridge
- Atlas Iron – Abydos (Miralg Creek)
- Calidus Resources – Warrawoona Gold

In addition, our passionate Management team have many years' experience delivering services to a variety of construction and operation projects, including:

- Rio Tinto - Dampier and East Pilbara
- Chevron - Gorgon and Wheatstone
- Apache – Macedon
- BHP – Olympic Dam
- FMG – Hamilton, Airport and Rail
- IGO – Nova
- Sandfire – DeGrussa

With a central focus on the safety and wellbeing of our people, and a passion in enriching experiences through trusted partnerships with our clients and the communities in which we serve, we are excited to extend our expertise and experience to mining villages and camps.

We look forward to partnering with our customers to build trust, conduct open and honest business transactions, secure the best available talent and work towards consistently keeping them safe and motivated to deliver an impeccable hospitality and customer service every day.





“I had the privilege of meeting your manager last week at the Sanjiv Ridge 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

Tailored Services

We take a tailored approach and build bespoke service solutions to meet the needs of our clients and provide the right support to our people. At Assetlink, our people, clients and community take precedence over all else and we are committed to making your village/camp a safe, comfortable and respected second home.

For us, the relationship we build with you is priceless. We believe that true partnerships are built on trust, and we are committed to providing service excellence to the village and utmost care to our team members with safety at the core.

Our service delivery is paired with relentless support, professional training and development, collaboration with all our partners to ensure we are doing everything we can to support our clients’ objectives and their journey.

The Assetlink Way

“It’s about you” is the DNA of our culture. Known as the Assetlink Way, it’s how we approach our work and interact with our clients and their customers; it’s the instinctive way we support each other to deliver and maintain the very highest of standards.

At Assetlink, we take pride in acknowledging and recognising our team members who go that extra mile in delivering service and support one another and our customers. We are committed to making a real difference together and we celebrate the success and positive feedback our team receive.

ASSETLINK PURPOSE

Enriching
experiences
through
trusted
partnerships



Our non negotiables: Safety & Core Values

At Assetlink, the health, safety and wellbeing of the people we work with are paramount.

The Assetlink Safety Board is established and dedicated to ensure a seamless alignment of sponsorships, resources and strategic direction. Headed by our CEO Aurora Fonte, our Safety Strategy is led and managed by General Management, Operational Leaders, People and Culture and HSE Managers.

The Safety Board meets monthly to review progress towards corporate objectives and set future strategy.

- **Safety – Safety is Not Negotiable**
- **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 including “Servicenow”
- 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 Work Management platform), enabling instant notification, supported investigations and remedial action plans.

Assetlink Signature Behaviours



I am customer focused



I never negotiate on safety



I respect others



I am committed to learning & growing



I connect with others



I choose a positive attitude



I have the courage to challenge



I am open minded



I recognise my team's efforts



I am an effective team member



Team wellbeing, positive culture, retention and career development

At Assetlink we are proud of our people and are committed to supporting their professional advancement and personal growth through learning pathways and participating in a mentoring program.

We further support our people by delivering regular Toolbox Talks, online and face to face on relevant topics and providing access to our course catalogue which is freely available through our Learning Management System.

Assetlink's Health and Wellbeing program includes LifeWorks by Morneau Shepell - an Employee Assistance Program (EAP) and Total Well-being platform that supports the mental, physical, social and financial wellness of our people. We strive to keep our team members healthy, happy and productive.

We recognise that mental wellbeing is of utmost importance in remote locations. To support our teams, we provide professionally trained consultants, who are only a phone call away, who are available to help with a multitude of issues that may be affecting personal or work life. Our EAP service is free, confidential and available 24/7.

We place a strong emphasis on and organise onsite engagement activities, like 'quiz nights', as they play an important role to providing a sense of belonging, camaraderie and teamwork for our people.

We are proud of our people and invest heavily in their career development. We are committed to help them reach their potential within our community and in their professional journey. With this focus, we are proud of our high retention and engagement rates.

>86%
Employee Retention Rate

89%
Recommend Assetlink as an employer

89%
Feel safe and healthy at their workplace

Community Engagement

Indigenous and Community Engagement

Assetlink's 2021/22 Reconciliation Action Plan (RAP) promotes diversity, opportunity, belonging and enablement of Aboriginal and Torres Strait Islander people. We recognise the importance of providing opportunities to Aboriginal and Torres Strait Islander peoples. We believe that a truly diverse workforce that represents the broader Australian community including Aboriginal and Torres Strait Islander peoples, produces positive outcomes for everyone.

Our aim is to provide employment opportunities with structured support, including a mentoring program, development and succession planning to enable a successful career pathway to improve long term employment outcomes and enhance a meaningful and equitable future for Aboriginal and Torres Strait Islander peoples.

Assetlink understand that engagement takes time and cannot be rushed. Building trust within community links to better understand and support specific requirements of the community. From this, we create plans and programs that will mutually benefit the community, and our people.

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

Diversity and Inclusion

Assetlink 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.



Leadership Team



Aurora Fonte,
Chief Executive Officer

As the founder and CEO of the Assetlink Group, and a member of Assetlink's Executive Leadership Team, Aurora is responsible for Assetlink's strategic management and direction, providing guidance, support and best practice direction to our client portfolio.



Phil Mears,
State Manager WA

Phil is a Hospitality Industry professional, qualified Chef and a driven leader. Having spent over 15 years in the WA Resources sector managing and operating high-profile projects, Phil is passionate about building Assetlink's WA Operations as a trusted and respected industry service provider.



Craig Fennell,
Business Development/Operations Manager WA

With 13 years of experience in mining within the onshore / offshore sector, Craig is a dynamic manager with the responsibility of large groups of people. As an advocate of workplace health and safety, Craig is passionate about ensuring the productivity and smooth operations of each site.



Leeanne Gleed,
National Business Transformation Manager

Leeanne is a results-driven manager with over 20 years' experience in diverse business sectors, including GM Operations WA, for Wheatstone/Gorgon and Macedon Projects. Leeanne's passion lies in developing high level strategy to deliver safe, value added, profitable business solutions.



Joe Clarke,
Safety and Risk Manager WA

Joe is a career HSE professional with an extensive industry experience having delivered significant results including the safety and risk oversight for BHP across multiple locations within WA/SA. Joe adds knowledge, depth and expertise to our leadership team.



David Marsh,
National Transition Manager

David has a broad experience in the Service Delivery sector across Operations, Project Management and Business Development. With a strong focus on enhancing Customer Experience, David facilitates a seamless transition, laying the foundations for exceptional client experience.

Welcome.....

The Assetlink team hope you have a great day and if we can do anything for you, please ask one of the team.

WELCOME
conneXion

MODA



Village Connexion

THE VILLAGE conneXion

At Assetlink, we understand that residents are away from home for long periods of time. Therefore, an important part of our service delivery is ensuring that the village is a seamless extension of the residents' home, an environment in which they can relax and recuperate as they safely navigate their work roster.

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 during the day and food allows us to relax with our friends and others in a social setting.

With this in mind, we've created menus that focus on food that is recognisable and satisfying, and is complemented by accompaniments including 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. 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.

Our Services

Assetlink deliver a full village management service.

- Catering
- Housekeeping
- Industrial cleaning
- Retail and Tavern
- Accommodation management
- Grounds and gardens
- Waste and recycling
- Maintenance
- Bus Driving
- Aerodrome
- Health and wellbeing and gym and sports supervision

Support Services

Our amazing teams deliver exceptional service across many disciplines, including when delivering project support services such as bus driving, (12 to 53 seat vehicles) airport management, airside and ticketing services including, loading and unloading luggage, refuelling and Airport Reporting Officer duties.

Tavern and Retail

For residents, the tavern and retail areas are places where they can socialize and get meal variety in a relaxed atmosphere.

As part of our service delivery, we are committed to ensuring that the tavern is a comfortable and enjoyable space to unwind with colleagues after a long workday. A full range of chilled alcoholic and non-alcoholic beverages are sold in accordance with the approved liquor licence by our RSA-trained, friendly and helpful team.

To increase resident dining options, we provide a specific tavern menu featuring on-trend dishes such as bao buns, sliders and tacos, supported by traditional favourites such as pizzas, wedges and burgers. Residents have access to a variety of health products, snacks, confectionary, soft drinks and standard retail shop items.

Cleaning Services

Assetlink has been providing industry leading cleaning services for over 27 years, which means we 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.

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, Assetlink is 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.

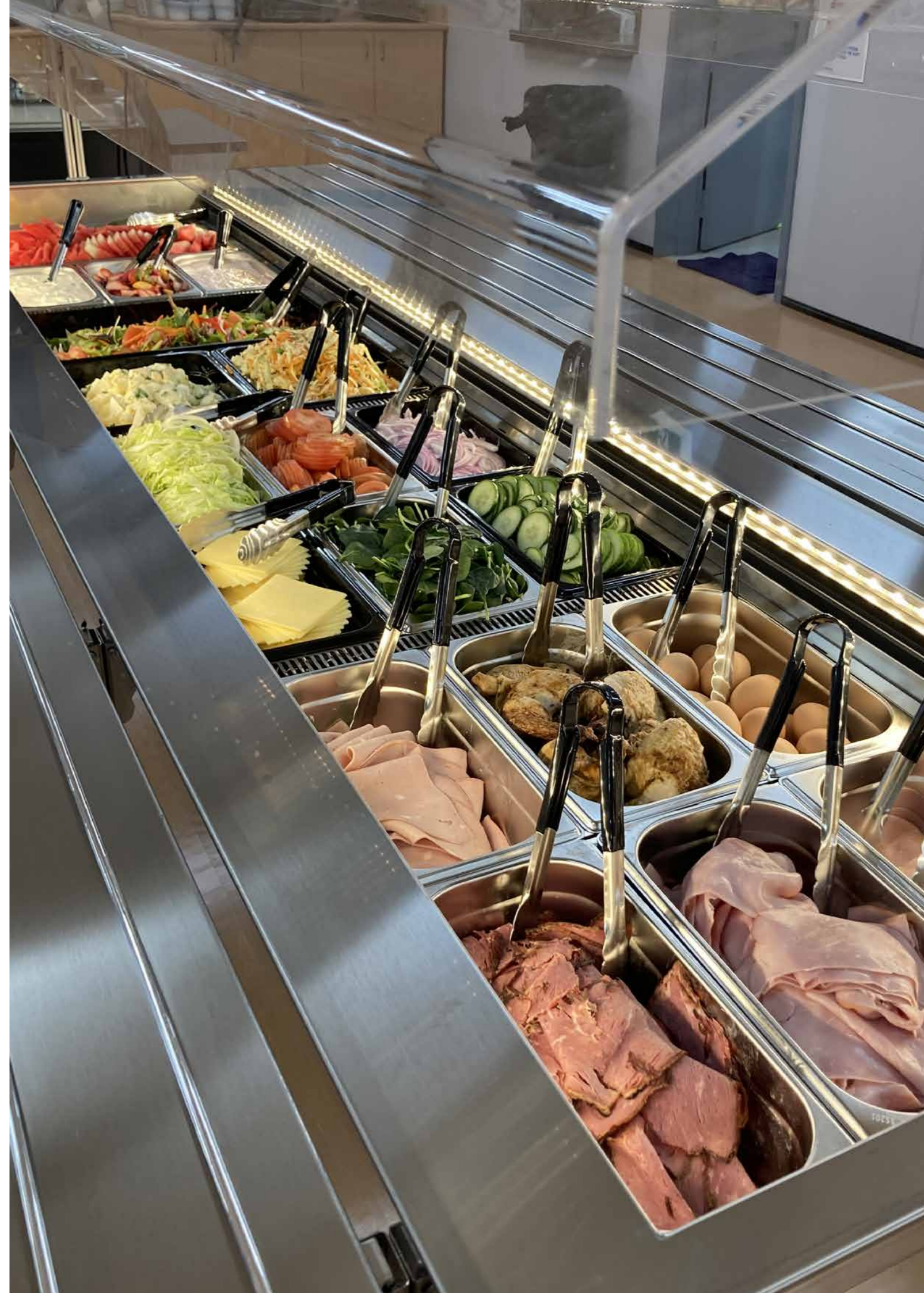
Working with our clients, we create a preventative maintenance schedule identifying the key warranty items and statutory obligations.

The Maintenance Program hosted in ServiceNow (Assetlink Works Management System) ensures all accommodation assets and camp facilities, including the kitchen areas and fire equipment, are regularly checked and maintained.



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

Assetlink Team





Assetlink provides integrated facilities service solutions to all sectors and their respective industries. Through collaborating with clients and combining our expertise, technical capability and innovation, Assetlink is able to provide tailored integrated solutions. With over 3000 people across Australia and New Zealand, Assetlink is helping business and government provide quality services to their clients and to the community.

Contact Us

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