



Remote Hospitality

Enhancing the village experience

THE POWER OF THE HUMAN TOUCH



Village Management the ISS Way

As the resource sector matures, remote workers become increasingly choosy about who they work for, whilst employers are under pressure to streamline operating costs. Our hospitality-orientated solution is geared towards retention of employees and maximising efficiencies, as well as contributing to sustainable local communities and reducing environmental impact.

Creating the Best Village Experience

We recognise the importance of creating the best village experience to attract and retain a productive workforce.

Our employees provide welcoming service, supporting workers who are often a long way from home and family. We directly employ service specialists to ensure your people are well fed, rested and feel looked after to maximise their productivity, increase their engagement and reduce turnover.

The ISS Difference

Our point of difference is self-delivering services through ISS employees who are well presented, well trained, and who “go the extra mile” to deliver outstanding service.

Behind the scenes, our robust, tailored reporting systems mean you maintain control, can readily access information for decision making, and adjust our services to suit your needs.

Alignment to your corporate goals underpins our service delivery strategy. We understand that it’s ultimately your business and you are creating a unique experience, by tapping into our expertise.

Our primary focus is on the safety of your people and ours. With certified systems and resource-sector safety experts continually improving our work practices, we provide a safe environment to live and work in. For example, our daily pre-start and wrap-up meetings encourage direct feedback from the frontline as to what would improve efficiency and safety.

We recruit based on hospitality experience and our partnership with training provider AVANA continues to ensure that we have work-ready employees who share our service ethos.

As an active member of the Supply Nation (formerly AIMSC) we partner with community organisations to grow and develop smaller local businesses.

We have already exceeded our pledge to the Australian Employment Covenant of over 400 Indigenous employment opportunities and continue to champion Traditional Owner participation through our rolling Indigenous engagement and employment programs.

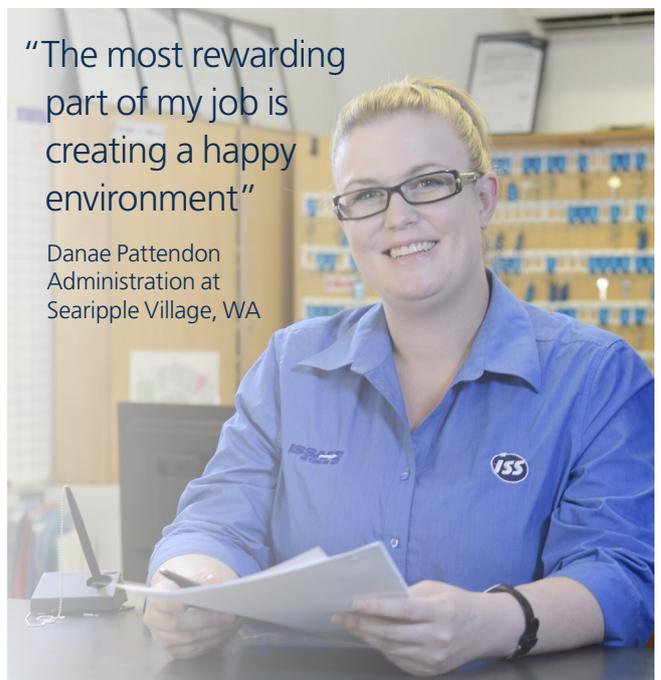
We are committed to sustainability. Smart operational methodology reduces waste, lowers energy usage and adds value to our service, increasing the bottom line for our customers.

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“The most rewarding part of my job is creating a happy environment”

Danae Pattendon
Administration at
Searipple Village, WA



Village Management Services

Working together with our customers, we create an environment where resource sector employees thrive and are keen to stay. Through our years of experience, hospitality ethos and the understanding of our staff, our solutions improve service standards and represent market leading value.

Savings Through Synergies

Our self-delivered services can be delivered individually, or combined to create an integrated approach to managing your entire village operation, reducing administration and driving efficiencies.

Catering

We understand that innovation and variety is key. Our catering service meets personal tastes, providing healthy and nutritious food to a hungry workforce.

Our remote hospitality concept involves upgrading the dining environment, delivering seasonal menu ranges, and close attention to customer feedback, as well as menu planning systems and detailed supply management processes.

Accommodation and Housekeeping

Effective management and allocation of rooms is critical in a remote environment. We work with hospitality-based systems to provide yield management.

Our employees become the face of your village, ensuring a smooth arrival or departure from the village and a comfortable stay in between. Our team are supported by the right systems and training to meet your requirements.

Cleaning

We know it's important to keep the village environment clean, presentable and therefore welcoming at all times. These visible measures show your people that you care about their wellbeing.

Our capabilities cover everything from bedrooms to plant and equipment. We optimise schedules, with cleaners who have ownership and therefore pride and purpose in what they do. Our cleaning methods are thorough, yet also mindful of the environment, with reduced chemicals and consumables.

We also provide comprehensive waste-recycling programs through innovative Closed Loop technology.

ISS Services

- Accommodation Management
- Airfield Support
- Transport
- Catering
- Cleaning and Janitorial
- Fleet Management
- Laundry and Linen
- Pest Control
- Lifestyle and Recreation
- Maintenance
- Industrial Cleaning
- Mine Site Cleaning
- Sweeping Services
- Fumigation
- Security
- Grounds Maintenance

Grounds Maintenance

Maintaining grounds and gardens in the surrounding village areas is important to create an attractive yet safe environment for everyone to enjoy, as well as to reduce unwanted pests and control the spread of noxious weeds.

Our team of horticultural experts can provide Grounds Maintenance Plans or suggest new low maintenance species to control and enhance the grounds, manage water usage and ensure compliance with local fire regulation and environmental issues.

General Repairs and Maintenance

To maximise your assets and their life-cycle, we design maintenance schedules to ensure continuity of service to village guests and ensure legislative compliance.

Our Computer Aided FM system builds a complete program of inspection, testing and maintenance requirements based on your actual assets, which can include specialist equipment such as water treatment plants and power generators.

Transport and Logistics

To support the movement of your people and goods, we provide vehicles and drivers to service airport operations, mail delivery, couriers and internal logistics. We will build a solution that suits your environment.

Village Management Services

Tavern and Retail Management

We understand that the village lifestyle can be enhanced by providing retail and bar services, managed responsibly. As an experienced manager of wet mess and retail areas in remote villages, we understand how to get the balance right between service and compliance with site regulations.

Our arrangement with the Lucky 7 convenience brand adds another dimension. We provide a fully stocked on site convenience store similar to those you find in a metropolitan area. We know what range of products to stock, and how to price them fairly. Our latest generation Point of Sale systems serve customers effectively and accurately whilst providing a high level of reporting.

Security

As Australia's largest provider of aviation security, we have experienced and licensed staff available to protect your assets. We utilise risk assessments, business continuity plans and technology to enhance the safety of village residents and workers.

Leisure and Lifestyle

To enhance the village environment, we provide licensed or accredited experts to supervise gymnasiums and pools, build sporting programs, give advice to residents and promote a healthy lifestyle.

Pest Control

To protect residents and provide a safe and healthy environment, our pest-management strategies give re-assurance of regular preventative measures and quick-acting treatment, as well as compliance with legislation.

ISS in the Resources Sector

ISS has had a presence in resources since 2008 and currently provides services to the major players in the Australian resources sector. We have built strong relationships through our current contracts and have built a diverse team of resources experts available to give advice and support our teams on the ground.

Our remote hospitality division employs over 1,000 staff and manages 6 villages in WA and two in QLD, as well as providing maintenance services to over 2,000 houses across three townships in Queensland.

Contact Us

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Key Facts on ISS:

- Over 1,000 staff dedicated to the resources sector
- Manages 8 mining villages
- Over 4,500 beds serviced every night
- Maintenance to 2,000 houses for resources principles
- ISS has provided 700 Indigenous placements since 2008, with a retention of 63%



ISS Resources Customers:

- Hancock Prospecting
- CITIC Pacific Mining
- Woodside
- Fleetwood
- BMA
- Homeground Gladstone
- Windmill Village (Shadforth)

