

## Grounds Maintenance Services – Case Study 1

### Project:

Grounds Maintenance Services – Defence Establishments, Far North Queensland

### The Scope:

RAAF Base Scherger is a 13,000 hectare Australian Air Force forward operating base situated 26 kilometres east of Weipa in North Queensland. Primary base facilities are contained within an inner area of about 5,650 hectares known as the airfield core area. Centrogen was subcontracted by Spotless for this project due to our extensive experience in the provision of high quality vegetation management and asset protection services across North Queensland, including in remote and regional areas. Centrogen has provided grounds maintenance services to numerous Defence establishments across Queensland under contracts with Spotless, Serco Sodexo and Aurecon amongst others. Under this project we provide a comprehensive vegetation management service including:

- Mowing to airfield and domestic cut standards
- Slashing to rough and slash cut standards
- Brush cutting and weeding of domestic and parade grounds and gardens
- Herbicide spraying for asset management of gravel areas, paved areas, fences and other infrastructure
- Comprehensive weed mapping and reporting

### Challenges and Innovations:

Centrogen's planning process routinely incorporates critical assessment of risks within each project, enabling implementation of mitigation processes. A noted risk of this project was the maintenance of precise manicured grass finishes in particular areas of the site. Due to variable weather and rainfall conditions, vegetation growth is not constant over time. An innovative approach utilising inspections and intervention heights was required to mitigate this risk and ensure client satisfaction.



In accordance with our robust quality, safety and environmental management systems and commitment to continual improvement, Centrogen developed a schedule of treatment guided by initial and critical intervention heights to ensure management outcomes were achieved. For example, the required Manicured Cut applied to parade grounds must maintain grass height at between 20 and 40mm.

To achieve this, while providing maximum value for investment for the client, Centrogen scheduled a review of average area height at approximately 20mm, set an intervention height at 30mm and a critical action height of 40mm. In this way, deadlines were never missed and grass was maintained in the required manicured state at all times. The use of specialised equipment such as Finishing Mowers rather than standard push mowers additionally ensured the achievement of high quality results.

**Sound Judgment and Discretion:**

Centrogen has a long reputation of providing value for money to our clients. Our customised and uniquely flexible approach to work scheduling and resourcing enables us to:

- Minimise mobilisation / demobilisation costs by undertaking similar jobs concurrently
- Schedule activities based on intervention levels that incorporate vegetation growth rates and weather conditions rather than on rigid activity cycles
- Amend programs and work schedules adaptively to suit client needs.

This project is a typical example of how Centrogen exercises sound judgment and discretion to maintain safety and cooperation of staff and the numerous stakeholders involved.

The very nature of work on a Defence base is a matter of national security – a responsibility that Centrogen takes seriously. Memorials, parade grounds, flag poles and other areas hold significant cultural value to serving members, previous members and the community. Centrogen treats these areas with deserved respect, ensuring their maintenance is of a high standard, vegetation debris is not left on site and maintenance activities are appropriately timed to minimise disruption to users and the public. Defence ‘Special Days’ are noted and scheduled into our works scheduling to avoid disruption to site users, and ongoing effective communication with Defence representatives ensures Centrogen is provided adequate notice to amend programming if additional events are added.

The Defence Base Scherger area also encompasses six spring sites of significance to Aboriginal people along with one artifact site. As part of the airfield land is leased from the Peppan Land Trust, conditions of the lease agreement include rights of access to the springs and non-disturbance of the sites. Centrogen appreciates the significance of these areas, and ensures adequate liaison with base personnel is maintained to provide safety of operations in areas accessed under this agreement. This flexible approach and quality outcome achieved in this project soundly demonstrates the effectiveness of Centrogen’s systems.

**Competency and Record of Achievement:**

Centrogen undertakes many different types of contracts from one off projects to long term systematic environmental management.

This contract is of a flexible tenure, currently retained as a result of our demonstrated commitment to effective liaison, program adaptability and dedication to the provision of high quality client services. Centrogen Project Managers apply their advanced communication and negotiation skills to prioritise works, respond to emerging client needs and achieve key performance indicators across the project, providing regular detailed reporting on performance, safety and environmental challenges, solutions and achievements.



Centrogen is pleased to advise that there have been zero (0) Lost Time Incidents on this project, all safety and environmental targets have been achieved or exceeded throughout our tenure.

## Grounds Maintenance Services – Case Study 2

### Project:

High Profile Rest Area Maintenance Services – New South Wales

### The Scope:

Roads and Maritime Services, New South Wales has a responsibility to provide clean, safe and serviceable places of rest along key freight routes for heavy vehicle drivers to use amenities, check loads and take rests in accordance with fatigue management legislation. Centrogen's robust management systems, local knowledge and demonstrated commitment to excellence across roadside vegetation management contracts in New South Wales ensured we were the logical choice when contracting for the maintenance of these publicly accessible rest area facilities. Centrogen was engaged to provide quality maintenance, inspection and servicing of high profile rest areas, toilet facilities, rubbish bins and truck bays across the North West district of New South Wales.

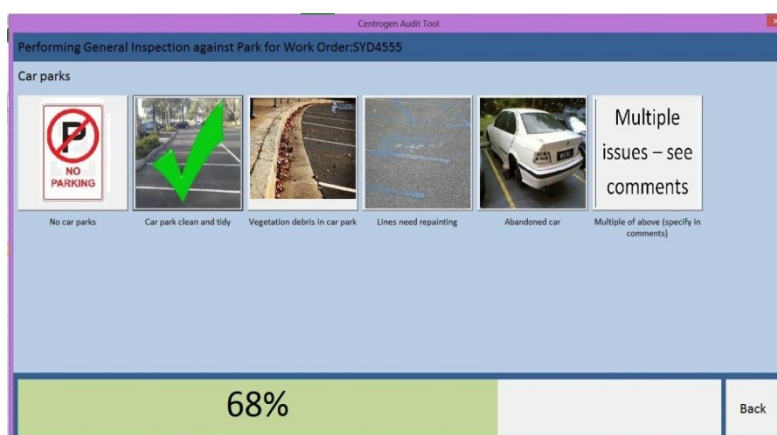
Centrogen currently services public rest areas, heavy vehicle rest sites and associated facilities along 700km of highway between Goondiwindi and Parkes, NSW. This contract encompasses at a minimum the following tasks:

- Inspection of rest areas and toilets
- Clean and sanitise facilities, toilets, shelters, tables and chairs
- Undertake toilet pump outs to maintain tank levels at less than 80% capacity
- Supply and replace consumables
- Collection and disposal of loose rubbish and litter within the rest areas
- Management of weeds, grass or other undesirable vegetation in accordance with prescribed intervention standards
- Vegetation control, landscaping, whipper snipping, mowing, trimming trees and shrubs
- Servicing of water tanks
- Reporting of defects to Roads and Maritime Services
- Undertake minor repair work as directed.

### Challenges and Innovations:

Management of numerous sites across an extensive network such as this requires a streamlined approach to auditing and reporting to maintain high quality services in line with our 3<sup>rd</sup> Party Accredited Quality, Safety and Environmental management systems. In response to this challenge, Centrogen has developed an innovative auditing and reporting tool for rapid spatial, qualitative and quantitative data collection and Bluetooth data transfer to our comprehensive data management system.

Our fully customised audit tool is housed on a tablet PC and linked via Bluetooth to a GPS unit. Operation at its most basic requires a single tap on an image to record a spatially referenced data point. Further to this, the tool can be used to collect extensive data such as cleanliness and



Pictorial spatial data capture using Centrogen's custom audit tool

serviceability of park infrastructure, signage, amenities, vegetation impacts, treatments applied and associated comments.

Benefits of a pictorial system include:

- reducing operator subjectivity;
- standardising entries to create a searchable database;
- being fast and efficient; and
- providing instant geographical information capture.

Centrogen's extensive data management process enables reporting to be conducted in any format required of the client. The frequency of reporting is also configurable and the fields of data can be represented in tabular or graphic format.



Photo monitoring is an important part of our continual improvement process and is utilised in all reporting to demonstrate effectiveness of treatments. Photos are GPS referenced and captured from the same point at predetermined intervals. Photo records are stored in our secure system, included in regular reporting and provide visual representation of asset condition over time and program effectiveness.

Data collected by Centrogen is routinely backed up on secure servers which are disaster protected to ensure that the data and any reporting requirements are secure well into the future. Centrogen has the capability to look back over the life of the contract and report on any relevant area of the contract retrospectively. This is particularly useful when analysing trends or undertaking historical reporting.

**Sound Judgment and Discretion:**

Centrogen's planning process routinely incorporates critical assessment of risks within each project. This enables recognition and mitigation of risks. This framework has empowered Centrogen field staff to make informed, sound judgment to address emerging project risks with confidence. This was demonstrated when inspection prior to a weekend identified substandard design and installation of a toilet system where the potential for flooding was significant. Staff followed established procedures, attempted to contact the client representative, and when unable to do so, used their discretion to close the facility over the weekend period until emergency works could be implemented. Upon making contact with the client, Centrogen's judgment was applauded for taking action to avoid a potentially hazardous situation.

Centrogen staff are also regularly credited with the timely notification of defects across the network, enabling dispatch of service providers, or undertaking minor repairs to facilitate ongoing asset functionality.

**Competency and Record of Achievement:**

Centrogen undertakes many different types of contracts from one off projects to long term systematic environmental management.

This contract has been consecutively awarded to Centrogen in recognition of our excellent safety, environment and quality performance since 2012. The ability to deliver high profile site management services is testament to the success of Centrogen's comprehensive management, recruitment, training and auditing systems.