



Enduring Partnerships Driven by Service Excellence



Newsletter

Issue 1 Autumn 2007



Welcome to our Autumn Newsletter and thank you for taking the time to have a quick read through it. With 6 months behind us, it is the right time to review our 1st half performance and our direction for the remainder of the year and beyond. Some of the key focus areas during the past 7 months are summarised below:

Safety

An increasingly important measure of the company is our safety performance and it is very pleasing to

say that we are continuing to improve our safety record and are on track to achieving our annual safety goals.

Project Management – Facilities & Infrastructure Maintenance

Over the last 3 years maintenance contractors have been required to adjust their service provision to respond to market place change. More and more there is a growing requirement for the “maintenance provider” to perform a range of project management functions, so much so that UMS have invested in an additional 3 project co-ordinators to support our contract management teams in the delivery of Building & Infrastructure projects.

New South Wales

You may remember from our last Newsletter that UMS acquired NSW based company SSBMS. SSBMS is a maintenance organisation specialising in the provision of petroleum based maintenance services and has key contracts with companies such as Caltex, Johnson Controls, Exxon Mobil, Mobil Quix, SKM and 7-Eleven. The post acquisition transition continues to move ahead with some excellent team spirit and co-operation. To bolster customer service and increase capacity we have made further investments in new personnel including an Operations Manager, SHE Officer, Project Co-ordinator and Plumbing & Electrical Tradesmen.

Customer Service

At UMS delivering excellent customer service is an ever present goal which we take extremely seriously. To help us measure how well we are performing in this area UMS undertakes a major annual customer satisfaction survey in the month of May each year. This survey is in addition to our monthly discussions and is compared to three prior years clearly identifying performance trends & variances. We seek from our customers an accurate assessment of our performance across a number of criteria from which we can continue to refine our service delivery. Should you be an existing customer of UMS your time in completing the survey is most appreciated and valued.

Until our next newsletter or meeting your interest in UMS is most appreciated.

The NDRC visits UMS



In November, UMS was privileged to host a meeting with Chinese Delegates from the National Development Reform Commission (NDRC) at its Notting Hill Office. The NDRC is a government body in China, a combination of the Treasury and Foreign affairs department and their delegates consisted of Mr Lee, Director General and Mr Jin Chuntian, Deputy Director General.

The Chinese delegates were in Australia to discuss the AusAID program and to work with Monash International (a branch of Monash University) on a project titled “Improving Investment Monitoring & Transparency”. The NDRC was interested in developing a partnership relationship with a company in Australia and were looking for investment advice for handling all types of projects through all tiers of government, with particular reference on local governments.

UMS was invited to present on how they deliver services at a local government level and about the partnerships UMS has with Local Councils.

Mornington Peninsula Shire Council (MPSC) was invited as one of the largest Shires to explain how they operate, the use of partnerships and what works well and what doesn't with regards to Facilities and Infrastructure Maintenance. Topics discussed at the meeting included the partnership between UMS and MPSC regarding the services UMS provide and how UMS works within the Shire.

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UMS teams up for BRW Triathlon



BRW Triathlon Day – Sunday 25th February 2007

This years Business Review Weekly (BRW) Triathlon was held down at Elwood Beach on a warm Sunday morning kicking off at 7.30am.

Building on recent years, Urban Maintenance Systems entered two teams of three men for this year's event, tackling the competing corporate juggernauts head on, amongst an overall field of 5000 total triathletes!

With a determined approach and some fantastic creative teamwork seen by our six fast finishing competitors UMS was very proud of its overall performance, finishing with some very strong results and a keen eye for 2008.

At UMS we encourage a balance of work and play and thoroughly enjoyed getting out doors and donning the team colours. Pictures from the day are below, see if you can spot Sam and Campbell!



Did you know UMS did this?

UMS has the contract for Traffic Management and Infrastructure services at the Grand Prix. Here is a break down of what is involved:

- Works start in early January and are completed by late April.
- UMS have a crew of up to 18 staff on site at peak period.

There are two Main components of works:

Traffic Management

- Road closure of Lakeside Drive for a 5 week period. During this time we open and close Lakeside Drive twice a day for peak hour traffic.
- Undertake road closures at other locations around the park for the installation and removal of the pedestrian overpasses.
- Lane closures, stop/slow traffic controllers, etc, provided to a number of other contractors (including Telstra, Formula One Management, Sign writers, etc) on site during the setup and dismantling of the event.
- Supply and installation of temporary traffic lights and treatments during the event period.

Removal and Reinstallation of Infrastructure

- Over 4000 timber bollards around the edge of the track/roads.
- Filling holes left by bollards with "turf plugs" and removal prior to reinstallation.
- Over 12 km's of chain installed between the above bollards.
- Numerous seats, tables, flag poles, and other Parks Victoria assets that need to be removed to install grand stands, marquees and other equipment.
- Over 400 road signs (including posts and in ground sockets)
- Over 60 concrete traffic islands using a crane and or forklift
- Over 400 metres of Armco rail (guardrail)
- Installation and removal of over 40 No. temporary speed humps
- Installation and removal of temporary construction and advisory signage during the construction of the track.



Sustainable Water Management for Local Government

Sustainable Development Services at UMS and GHD

UMS has provided specialist facilities and infrastructure maintenance services to Government and Private sector organisations throughout Australia for over 11 years. Our network of 11 offices in Victoria and New South Wales are well positioned to continue leading the service provision to Local Government.

To assist in achieving greater operational efficiencies, Urban Maintenance Systems provides comprehensive infrastructure maintenance services to road, open space, facilities management, graffiti management and essential services environments.

GHD is an international professional services company, with a network of 62 offices throughout Australia, New Zealand, Asia, the Middle East, the Americas and the United Kingdom. Established in 1928, today GHD is ranked in the world's top 30 engineering and architecture companies.

UMS and GHD are working together to deliver end-to-end Sustainable Development Services (SDS) across the broad base of clientele. Identifying a major disconnect between the consultancy and delivery of the service recommendations, the grouped approach offers an integrated solution, whilst maintaining industry best practice specialisation.

The process is targeted to assist public and private sector businesses to explore opportunities that allow them to reduce their environmental impact, maximise their efficiencies and develop strategies for continuous improvement.

The SDS providers work closely with client-in-house teams so that projects are positioned to generate both immediate and lasting benefits for local communities into the future.

SDS teams can include facility managers, management consultants, community consultation specialists, environmental engineers, architects, planners, infrastructure maintenance specialists, economists and technicians.

SDS's sustainable water management services can assist clients to significantly reduce water consumption, replace potable water with alternative sources of water and protect the environment.

SDS can perform an in-depth analysis of water use across client operations, combine this analysis with a business case for the implementation of short and long term strategies to reduce and reuse water and implement these strategies.

Sustainable water management can be applied to various applications at various scales including:

- Regions or municipalities;
- Property portfolios, individual buildings and building tenancies;
- Race courses, sports clubs and swimming pools;
- Other large water users.

There is a strong business case for improving water efficiency, including cost savings, meeting community expectations and the opportunity to reduce water consumption or mitigate the effects of increasing water shortages.



LGPro Conference



Each year, in an effort to showcase the latest product and service offering, UMS attends a range of Trade and industry Conferences & Shows. Our most recent was the LGPro (Local Government Professionals) Annual Conference held at Melbourne Park in mid Feb. UMS has attended the last 10 x LGPro conferences and are now being acknowledged by the industry as a key stakeholder in Victorian Local Government.

Many of our customers attend, some even holding roles on the organizing committee. We get a lot of value from being a part of the event, be it as an exhibitor or sponsor, something we have been many times over the years. Many thanks go to the UMS staff who volunteered to assist either manning the corporate display stand or attending the official dinner with others attending some of the informative sessions held over the two day event.

UMS next heads to NSW to attend an aged care conference and we will be a supporting sponsor of the FMA (Facilities Management) national conference also being held in NSW in May. All of these events go a long way to showcasing our brand providing the opportunity to meet with potential customers interstate.

UMS's Johnny Horrocks conquers the Scott 24hr bike event....



The Scott 24hr is Australia's premier 24hr mountain bike event. The race was held in Kowen Forest, Canberra, and attracted 3031 entries.

The race has a Le Mans style start which means the first rider of every team has to run 1km to the start to retrieve their bike. Now, in whatever spare time I have I like to run, so at a team meeting in a pub one week before the race I was nominated as first rider — I must point out I was not at the meeting! I got the short straw again!

The race started with a 1km run and during my first lap my 1st bike is already giving signs it won't last the whole 24hrs. After every lap you hand over to your team mate. At the start the bikes are working, energy levels and spirits are high. After hand over this is your time to return to camp, fix the bike, refill drink bottles, food, change clothes, rest and be ready for your next lap. But as the hours tick by and the laps build up, fatigue sets in. At approx 2 a.m., I had eaten, fixed the bike (again) and fallen asleep and forgotten to go to the transition point for hand over! I was abruptly awakened by a 'stressed' team mate and sent out on the course in a very dazed and confused state.

The photo here is the end of the 2a.m. lap and as you can see a 20km ride at a ridiculous time of the day/night didn't liven me up. This is the worst point of the race and you won't find many riders with 'high spirits' as it's cold and dark. Talking about 'dark', that thing on my helmet is my HID Light System which is affectionately know as my 'Divorce Light' amongst my riding buddies. The reason for this name -simply because if our partners knew we had spent \$800 on a light we would be divorced before we knew it.

After 24hrs we had completed 20 laps and finished 40th out of 152 teams – not bad when you consider we were racing with the Pro teams, and I broke two bikes and had to strip them both down and rebuild a third – I must look at purchasing a new one which is more reliable!!!!

Cheers, Johnny Horrocks

UMS supports 'Kids with Cancer' & 'Make a Wish Foundation' during the Melbourne Grand Prix Week



UMS Executive Director Campbell Walker with Mark Webber

The Pit stop Tennis Pro AM, now in its 7th year (only its second time in Australia) took place during Grand Prix week in Melbourne. UMS, along with other like minded companies, assisted in the staging of this very worthwhile event, by organising the availability of our staff to assist in both the set up and clean up the following morning. The event, where all monies raised goes directly to The Mark Webber Foundation (Mark's an Australian F1 Driver), who's charities include both the Make a Wish Foundation & Kid's with Cancer, provided not only valuable money for their programs but also the ability for many of the children to attend the Tennis game on the night.

Many of the kids unfortunately may not be with us this time next year, so it was tremendously rewarding for all involved to provide an opportunity to thrill the kids with photos with their favourite drivers, as well as receiving numerous autographs from both Australian Tennis Legends and visiting F1 drivers. UMS Director Campbell Walker, was even good enough to loan out his recently restored F1 car which was courtside. This provided many photo opportunities and lasting memories of the night, as its not often we get a chance to get up close to these magnificent machines. Many thanks to Chris Styring from the Richmond Footy Club for coming up with the concept and for arranging all of the Tennis players & F1 Drivers on the night.

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Drivers: Mark Webber, Nick Heidfeld, Rubens Barrichello, Christijn Albers, Tennis players: Paul McNamee, Jason Stoltenberg, Richard Fromberg & Basketball's Chris Anstey

Facts from the Scott 24 hour....

- Caterers reported that the following amounts of food were consumed :
- 165 kgs of pasta
 - 160 kgs of bacon
 - 185 kgs of chicken
 - 2540 eggs
 - 3000 tortillas



Contracts Recently Won by UMS



Grand Prix (Park Safety & Internal Traffic Management):

UMS has been the incumbent service provider to the Australian Grand Prix Commission (AGPC) through Kellogg Brown and Root (KBR) since the events arrival in Melbourne in 1996, and in December 2006 UMS was awarded the contract for a further 3 years until 2009 with a 1 year option for the 2010 event.



Bayside City Council (Provision of Asset & Building Maintenance Services):

Since 2001 UMS has been the incumbent comprehensive FM Contractor to the Bayside City Council. Covering such services as:

- Plumbing services
- General building maintenance services
- Electrical services
- Air conditioning maintenance services
- Essential Safety Measures services
- Passenger lifts services
- Painting services
- Graffiti removal services

UMS was pleased to announce in December 2006 our reappointment as the FM provider to Bayside for a further 3 years, with options to extend the life of the contract for another 2 years thereafter.



Supply and installation of carer seating in DDA shelters at various railway stations:

In February 2007 Urban Maintenance Systems was awarded a project by Mainco Melbourne to supply and install approximately 64 (Disability Discrimination Act) Seats to railway stations around Melbourne.



Petroleum Industry:

In February 2007 UMS was pleased to become a fully pre-qualified Contractor to International Consulting Firm Sinclair Knight Merz (SKM). As part of our expansion into the Australian Petroleum industry through our subsidiary company SSBMS based in Sydney. UMS looks forward to working in partnership with SKM as a key maintenance provider over the years to come.

Innovation Awards

Congratulations to the following 1st Quarter Innovation Award winners for their fantastic innovations:

Environment—Kelly Pinches, Tony Pinches & Trudy Turner for recycling.

Business Opportunity—Neil Jones for water saving works & environmental audits for Councils.



Congratulations to Peter Watsford on winning the 2nd Quarter Innovation Award for his idea on OZ Post Drivers. Peter's prize was a \$250 voucher.

Staff Profile

Name: Peter Chelberg

Job Title: Contract Manager

Commencement of Employment:
April 2006

Where were you before UMS?

At an Essential Services Management Company

What training did you have to do?

Design Draftsman
Mechanical Engineering
Graduate certificate in air-conditioning

What is your favourite part of the job?

Client liaison

What are you most proud of in your working life?

The ongoing client/customer relationships I have built.

What would your dream job be?

I'm doing it now. Managing buildings to ensure they are safe at all times.

Why do you like UMS?

The warm and friendly employees and executive management team make it an enjoyable place to work.

What would you change if you were Prime Minister?

I would implement a national education program through trade and all universities instead of state based programs.

What is a perfect weekend for you?

Enjoying the salt air at Portsea back beach or the country air in the Alps.

What is your favourite food?

Any food as long as it doesn't contain mushrooms, port, ham or spicy condiments.

What is your dream car?

Peugeot 2003

What is your favourite TV Show?

Mash

What is your retirement dream?

To travel around Australia

What is something nobody knows about you?

My Grandfather was one of the first Finnish people to arrive in Australia.



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