Allied FACILITIES



Capabilities Statement

VETERAN OWNED BUSINESS
VETERAN BUSINESS COMMUNITY

RECONCILIATION AUSTRALIA



Acknowledgement of Country

This statement was developed with respect and acknowledgement for the Traditional Custodians of the lands on which we work and live across Australia.

We honour their enduring connection to Country - to land, waters, skies, and community and recognise the deep cultural heritage that continues to shape this nation.

We pay our respects to Elders past and present, and acknowledge the strength, wisdom, and resilience of Aboriginal and Torres Strait Islander peoples. We extend this respect to all First Nations peoples we engage with and remain committed to fostering inclusive and respectful relationships in all that we do.

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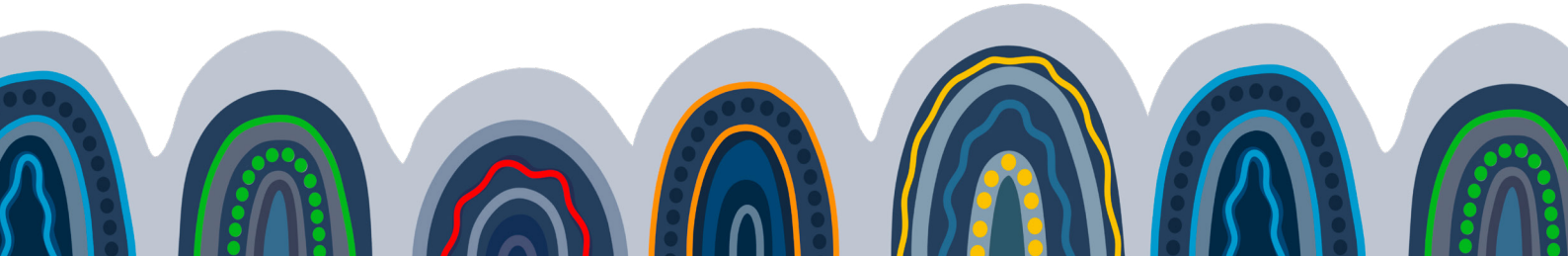
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Who We Are

Integrated services.
One trusted partnership.

The Allied Integrated Management (Allied) teams operate in environments that never stop. Hospitals, government facilities, public venues, major infrastructure; places that individuals, communities, businesses and governments depend on, around the clock.

These settings carry real obligations, to safety, to continuity, to the people moving through them every day. Getting the services right isn't optional. It's foundational.

Allied brings together facilities, infrastructure and security capabilities. We integrate these services under a single partnership, with one point of accountability. Operating with a team of over 800 people nationally we are structured to deliver at scale.

Our Services



Our Drivers

Partnerships Redefined

Allied operates as a single partner across every scope of work; not a network of providers each managing their own piece. One relationship, aligned governance, and ownership that doesn't shift depending on who's on site.

Quality at Scale

The same standard of delivery, across every site, every interaction. Allied systems connect services and clients seamlessly, standardised delivery models scale without compromise, and aligned processes.

Total Capability

Facilities, infrastructure, and Security services, spanning the full asset lifecycle. Consistent access to every capability Allied offers, whether operating across one site or a national portfolio, and built to scale within complex environments.

Built to Last

Privately owned, financially stable, and structured for long term partnerships. Growth guided by established operational reliability. Innovation responsibly delivered within proven frameworks.

People Powered + Culturally Connected

Allied teams adapt to the culture, values and ways of working of every client and community they support. Cultural capability is both how we operate internally and a service we extend to clients, through Indigenous engagement strategies, inclusive employment pathways, cultural awareness training and advisory support.



ALLIED FACILITIES MANAGEMENT

Exceptional *Environments* make for Exceptional *Experiences*

Allied Facilities Management delivers expert building maintenance and grounds management services to commercial, retail, strata, industrial and government clients across Australia.

Our clients gain a reliable partner who understands their site, anticipates issues before they escalate, and maintains the standard of their facility day in, day out.

Through a combination of structured preventative maintenance and responsive trade services, Allied Facilities helps organisations extend asset lifespans, reduce unplanned costs, and operate with the confidence that their facilities are always safe, compliant, and well-presented.

Hard Services

Mechanical, electrical and structural building systems maintained to compliance requirements.

Soft Services

Cleaning, security, grounds and facilities support to keep sites running smoothly.

Preventative Maintenance

Scheduled inspections and maintenance to reduce asset failures before they occur.

Reactive Response

Reactive response repairs and fault resolution to restore operations with minimal downtime.

Capital Works

From minor fitouts to full-scale refurbishments, our trades teams deliver quality outcomes.

NATION-WIDE CAPABILITY

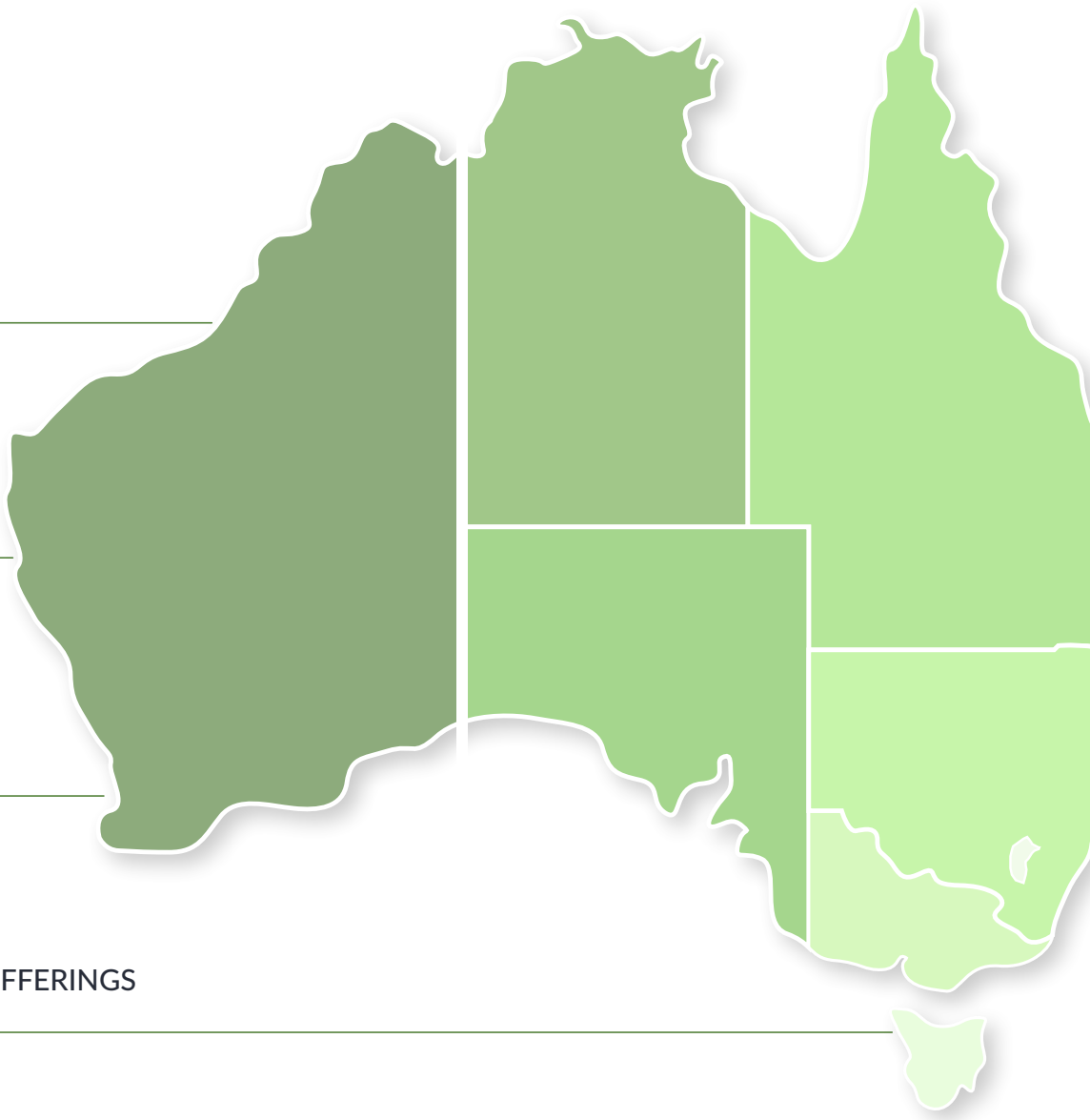
Facilities. Everywhere.

8 STATES & TERRITORIES

240+ MANAGED SITES

500+ TEAM MEMBERS

29 FACILITIES SERVICE OFFERINGS



HARD SERVICES

From mechanical and electrical infrastructure to essential structural assets, our experienced tradespeople and technical specialists manage the full lifecycle of building-critical systems. Through disciplined maintenance, technical expertise and a strong focus on compliance, we help ensure facilities remain safe, reliable and operational at all times.



Mechanical systems

HVAC, hydraulics and fire systems maintained to regulatory standards.

Electrical systems

Switchboards, lighting, emergency power; tested, certified and documented.

Structural Integrity

Routine assessments to protect the fabric of buildings and assets long-term.

HOW WE WORK

01

SITE ASSESSMENT & PLANNING

We start the process by understanding your assets, your obligations and your risk priorities. From there we build a maintenance schedule that is realistic, documented and agreed upfront.

02

SCHEDULED DELIVERY & REPORTING

Every service visit is logged, every compliance check recorded. Clients receive clear, consistent reporting that makes audits straightforward and gives facility managers a live picture of asset health.

03

REVIEW & CONTINUOUS IMPROVEMENT

We meet with clients regularly to review performance, flag emerging issues and refine the program. Your site changes over time, your maintenance plan should too.



SOFT SERVICES



Every high-performing environment is underpinned by services that protect its standards.

Soft services are fundamental to how people experience a place, shaping perceptions of safety, care, professionalism and operational discipline. Through integrated cleaning, security, grounds and facilities support, we maintain the environments that enable organisations to operate confidently, present consistently and uphold the expectations of staff, visitors and stakeholders.

It's all in the details.

CLEANING

Tailored commercial cleaning programs aligned to the facility type, operating hours and usage patterns, ensuring consistent presentation, hygiene and compliance standards.

MAINTENANCE

Day-to-day maintenance services that support safe, functional and well-presented environments through routine repairs, minor works and general site upkeep.

GROUNDS

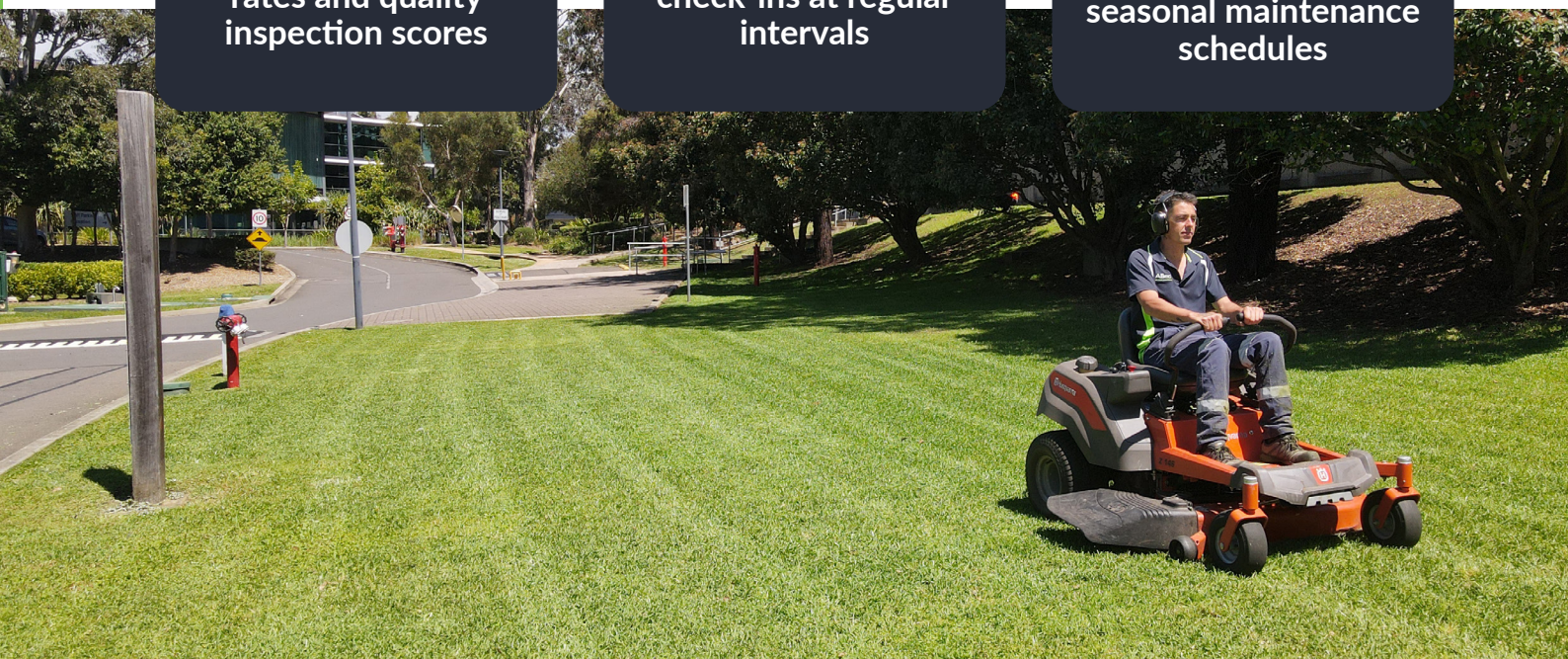
Grounds services that keep external spaces safe, tidy and well-presented, including landscaping, garden care, litter control and general outdoor maintenance.

WHAT WE MEASURE

Cleaning completion rates and quality inspection scores

Client satisfaction check-ins at regular intervals

Grounds presentation standards and seasonal maintenance schedules



THE BENEFITS OF PREVENTATIVE MAINTENANCE

40% to 60%
DROP IN EQUIPMENT FAILURE

TENANT SATISFACTION CAN INCREASE UP TO

25%

Supporting renewals and rental stability

EMERGENCY REPAIRS CARRY A HEAVY PREMIUM

35% to 50%

of excess spend in commercial portfolios is driven by controllable preventative maintenance

Roof leaks are the leading cause of preventable water damage due to lack of maintenance

WHAT COSTS $1 TODAY, COULD COST $4-$5 TO FIX TWO YEARS LATER IF DEFERRED.

Stopping problems before they start.

Well-maintained assets protect more than infrastructure, they protect continuity, cost control and confidence.

Planned maintenance is a critical part of operational resilience, reducing avoidable disruption while extending asset life and supporting compliance. By taking a disciplined, preventative approach, organisations can shift from costly interruptions to predictable performance, better budget control and stronger long-term asset outcomes.

ASSET-BASED SCHEDULING

Maintenance plans mapped to each asset's age, risk profile and manufacturer requirements.

STRUCTURED INSPECTIONS

Regular, documented checks across all critical building systems.

TRANSPARENT REPORTING

Clear records of what was done, when, and what's coming next.

REACTIVE RESPONSE

Preventative maintenance reduces risk, but resilient operations are defined by how quickly they recover when the unexpected happens.

Even with disciplined maintenance standards, assets remain exposed to unforeseen failures, accidents and external events such as severe weather or natural disasters. A strong reactive response capability ensures faults are assessed quickly, the right expertise is mobilised without delay and operations are restored with speed, control and clear accountability.

RAPID FAULT DIAGNOSIS

Experienced technicians assess and triage faults on arrival, minimising time-to-resolution.

TRADES MOBILISATION

The right people and parts dispatched without delay, across a broad range of disciplines.

RESOLUTION & REPORTING

Clear fault records, root cause notes and follow up recommendations provided after every job.

CAPITAL WORKS

From minor fitout to full-scale refurbishment.

What good capital works should leave behind.

A well-delivered capital works project should be felt in the day-to-day experience of the site.

The space functions better. The environment feels considered. Finishes withstand daily traffic, systems perform as intended and teams can operate without working around defects or incomplete outcomes.

That's the difference between work that is simply completed and work that genuinely improves the asset.

OUR PROMISE

01

PERFORMANCE

The environment works better than it did before

02

DURABILITY

Finishes and systems stand up to daily use

03

EXPERIENCE

The space supports staff, visitors and operations seamlessly

Powered by *people*, built on practice and innovation.

Our workforce, quality, compliance and technology practices apply across the Allied Integrated Group. When you engage any part of our business, you engage the full strength of our integrated standards.

800+	82%	6	2
Trained Workforce	Retention Rate	Industry & ISO Certifications	Proprietary Platforms

WORKFORCE PERFORMANCE

Our people are the foundation of service quality. Allied's performance management framework drives clear behavioural expectations, accountability, and continuous development across every site.

Performance management framework

Clear behavioural standards, WHS adherence, uniform and hygiene expectations, conduct standards, and sensitivity to sustainable practices.

Onboarding and SOP development

Comprehensive onboarding aligned to Allied policies. Site-specific SOPs developed through structured client consultation, enabling flexible deployment.

RECRUITMENT & EMPLOYMENT

All personnel are carefully selected to ensure suitability, cultural alignment, and a genuine commitment to delivering exceptional results in hospitality, leisure, and complex public-facing environments.

Structured interviews

Emphasis on cultural values, service standards, and personal hygiene for customer-facing roles.

Comprehensive checks

Background and employment reference checks, Working with Children checks, and licence verification.

Language & capability

English proficiency and communication assessments ensuring clarity across all operational settings.

TRAINING & INDUCTION

Allied develops site-specific induction and training programs to be completed by all staff prior to commencement, addressing the unique operational requirements of each venue.



Corporate induction program

Allied's corporate induction introduces staff to our Integrated Management System (EDGE) covering safety, quality, and environmental requirements, followed by in-house EHS Awareness training.



Ongoing development

Refresher training, risk-based skill alignment, emergency response, customer engagement, and community setting modules; monitored via the Allied Training Matrix.

DIVERSITY & INCLUSION

Committed to building a diverse, inclusive, and respectful workplace. Our Diversity and Inclusion Policy supports equitable practices across recruitment, performance management, remuneration, career development, and succession planning.

Equal Opportunity employer across all roles

First Nations Persons Statement of Recognition & Reconciliation Action Plan

Modern Slavery Act compliance committed

SAFETY MANAGEMENT SYSTEMS

Allied operates a comprehensive Work, Health, Safety and Environmental (WHS/EHS) Management System designed to protect employees, clients, and the public across all areas.

Risk assessments

Site-specific risk assessments incorporated into the Operations Plan, with targeted attention to wet areas, amenities, food-related zones, public thoroughfares, and high-traffic areas.

Safe data statements (SDS)

Documented and site-specific safe systems of work implemented across all areas.

Injury & incident management

Centralised reporting, investigation, and corrective action systems. Registers maintained for all incidents and injuries.

PPE provision

Recording and ongoing maintenance of PPE for all staff, including food-safe and chemical-handling equipment.

Records management

Accurate, auditable WHS documentation maintained in line with legislative and contractual requirements.

TECHNOLOGY & INNOVATION

Two proprietary platforms give Allied unmatched visibility, compliance, and operational transparency across every site and every service.

Operational, Compliance & Performance Platform

Allied EDGE is Allied's web-based enterprise platform managing and governing integrated services delivery across complex, high-traffic environments, accessible via secure web portal and iOS/ Android mobile app.

- Executive dashboards: real-time operational visibility
- Compliance and reporting management tailored to site
- HR management: onboarding, training, licence tracking
- GPS-enabled sign-on/ off across all workforce zones
- Digital logbooks and geo-tagged real-time evidence
- Automated SMS notifications and welfare checks

Safety, Public Liability & Risk Verification Platform

Allied Pro-TecT is Allied's next-generation safety and compliance verification platform, purpose-built for public-facing environments where duty-of-care obligations and evidence of service delivery are critical.

- Live verification of cleaning, security, and inspection activities
- Time-stamped and geo-verified task confirmation
- Digital incident, hazard, and near-miss reporting
- Photo and evidence capture linked to location and time
- Automated compliance logs and audit trails
- Rapid escalation and notification workflows

CORPORATE SOCIAL RESPONSIBILITY

Our Commitment

Corporate social responsibility is a core part of how we do business. We are held accountable to the principles of ISO 26000:2010, the internationally recognised guidance standard for social responsibility. Our obligations across community involvement, environmental stewardship, human rights, fair labour practices, and ethical operations extend to every part of our business.

ISO 26000 Focus Area	Allied's Approach
Community & Development	Active investment in the communities where we operate through partnerships, sponsorships and employee volunteering.
Environment	Carbon reduction roadmap to net-zero by 2050; sustainable procurement; support for conservation initiatives.
Human Rights & Labour	Zero-tolerance on modern slavery; Fair Work Act compliance; psychosocial safety programs across all worksites.
Ethical Operations	Anti-bribery and corruption policy; transparent procurement

CERTIFICATIONS, ASSOCIATIONS & MEMBERSHIPS

ISO 9001 CERTIFIED

ISO 14001 CERTIFIED

cm3

ISO 45001 CERTIFIED

ISO/IEC 27001 CERTIFIED

JAS-ANZ

RECONCILIATION AUSTRALIA

Supply Nation CERTIFIED

VETERAN OWNED BUSINESS
VETERAN BUSINESS COMMUNITY

ASIAL
MEMBER
AUSTRALIAN SECURITY INDUSTRY ASSOCIATION LIMITED

anti-slavery

NSW GOVERNMENT Transport for NSW

Case Studies

Harris Farm Markets

Harris Farm Markets operates a growing network of retail sites, each with its own operational demands and customer-facing expectations. To manage the complexity that comes with multi-site retail, without it becoming a drain on internal resources, Harris Farm partnered with Allied Facilities Management to take ownership of facilities operations end to end.

Allied Facilities' scope covers the full range of day-to-day and long-term site needs, this includes routine maintenance, cleaning, pest control, security, and grounds care, delivered consistently across every location. Vendor compliance is managed centrally, ensuring all contractors and suppliers meet Harris Farm's standards without placing that burden on store teams. A 24/7 helpdesk sits at the centre of operations, providing a single point of contact for issues as they arise and ensuring nothing is left unresolved.

In addition to site operations, Allied brought structure to Harris Farm's commercial functions. Procurement, asset lifecycle planning, and finance administration are now managed through a single, coordinated framework, giving Harris Farm leadership clear visibility over costs and a dependable pipeline for quality suppliers.

Since partnering with Allied, Harris Farm has consolidated what was once a fragmented mix of supplier relationships and internal coordination into a single, accountable operation. The result is a network that runs more smoothly, stays compliant, and consistently meets the standard their customers expect.



Bay Central Retail Sector

Allied Integrated Management was appointed by Stonebridge to deliver integrated Cleaning, Security, and Pest Management services across Bay Central, one of Sutherland Shire's premier mixed-use retail destinations.

Operating within a high-traffic, customer-facing environment, Allied's scope was designed to meet the presentation, safety, and compliance standards that a centre of this nature demands. Service delivery is structured around Allied's integrated model, consolidating Security, Facilities and Pest services under a single governance and accountability framework.

This approach has eliminated the inefficiencies associated with managing multiple contractors across service lines, providing centre management with unified oversight, consistent reporting, and a single point of accountability across all facets of facility operations.



60
Retailers

3
Integrated Allied Services

18,000
SQ Metre Site

Allied FACILITIES

Ready to Learn More? We Are Here to Help.

Reach out to our team with any questions or to discuss how we can support your requirements.
We look forward to connecting with you.

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