



2014
YEAR IN
REVIEW

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Cover photo:
Justin from Townsville
Open Space Team

Photo:
Integrated
vegetation
management services
being applied to
Queensland's iconic
Gold Coast foreshore

Striving to improve city landscapes and the lives of urban communities

For the past 19 years, Citywide has developed a strong reputation for service, innovation and quality of work.

Citywide has proudly and diligently shaped and maintained high profile assets in the cities of Melbourne, Canberra, Sydney, Townsville and more recently Brisbane.

Nationally Citywide administers over 2,500 parks and reserves, more than one and a half million trees, in excess of 4,000km of roads, and are responsible for community waste and street cleansing services that enhance public health.

A combination of organic and acquisition based growth has provided a steady path for the business.

We shape sustainable landscapes.

OUR VISION

Powered by people, guided by our values, we will be the leading Australian provider in safely maintaining and enhancing the value of community assets.

THE CITYWIDE GROUP





OPEN SPACE



From tree-lined boulevards to riverside gardens and sports grounds; the green spaces of Australian towns and cities are central to the social connectivity, health and lifestyle of all community members.

INFRASTRUCTURE



With an extensive inventory of plant and equipment, Citywide Infrastructure execute the full scope of civil and road works, drawing on the resources of the entire business when required.

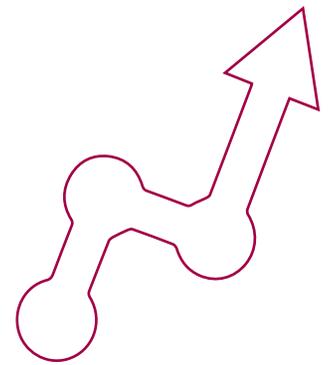
ENVIRONMENTAL



Public health and safety is the highest civic priority. Well executed waste management and street cleansing activities minimise risk and environmental impact while ensuring public space is clean and admired.

PERFORMANCE HIGHLIGHTS

A SNAPSHOT OF CITYWIDE GROUP'S HIGHLIGHTS FOR FY 13/14



A great Australian growth story

Despite competitive market conditions in the 2013-14 financial year, Citywide expanded key operations, drove innovation, embraced a culture of safety, and celebrated re-winning and/or extending prominent contracts that have been under management for many years. These include the management of the City of Melbourne Dynon Road Waste Transfer Station, Queen Victoria Market cleaning services, the City of Melbourne trees contract, the City of Bayside open space and trees contracts, and the City of Port Phillip parking meters contract.

Despite its best efforts, Citywide was unsuccessful in its bid to re-win the

City of Melbourne's parks maintenance contract.

The Northern operations stand-out achievement was re-winning the City of Sydney parks and open space maintenance contract. Citywide strengthened its position in the market with the acquisition of Queensland-based integrated vegetation management specialists, Technigro, which will see its multi-award winning sustainable environment services and weed control technologies deployed across the Citywide group of companies.

"This is a great Australian growth story," said Citywide Managing Director





Mr Kerry Osborne. “Citywide’s scale means Technigro’s industry leading expertise will be applied to Australia’s most prominent open spaces.”

The increasing size and scope of operations across Australia means that the responsibility towards safety is the number one priority. On the 28th of March, all employees downed tools and participated in safety-themed discussions and presentations as part of the annual ‘Stop for Safety’ awareness day.

Coinciding with this initiative, the ‘Goal ZERO’ campaign was launched. Goal ZERO is aimed at achieving zero fatalities, zero injuries, zero at fault motor vehicle accidents and zero

adverse impacts to the environment. Goal ZERO has become an integral part of Citywide’s work ethic; safety is the first point of discussion and action at every meeting.

Citywide takes great pride in delivering high levels of customer service. In 2014 customers undertook a Quality of Services Survey, which has been completed consistently since 2001. Citywide recorded its highest average survey score and outranked its key competitors.

Citywide’s northern operations continued to forge into new markets, and performed strongly achieving an annual growth of 14.6%.

It was a highly successful year for the asphalt plant with a record increase in asphalt production of 15.5%.

The balance sheet remains strong with an increase in net assets and debt remaining low. This positions Citywide favourably for future growth into the next financial year.

Citywide’s leadership team has identified a number of new and innovative opportunities to improve our business performance. The result is the creation of Transform2018 – an all-encompassing strategy that will drive the Citywide Group over the next four years.

EARNINGS BEFORE INTEREST & TAX



RETURN ON TOTAL EQUITY AFTER TAX (%)



DEBT TO EQUITY RATIO



TOTAL ASSETS IN \$,000





OUR FUTURE

Today the company finds itself providing services that either directly or indirectly touch the lives of over 10 million Australians.

Across the Citywide Group, it administers over 162 open space, infrastructure and environmental contracts throughout Victoria, New South Wales, Queensland and the Australian Capital Territory.

Citywide's performance can be chiefly attributed to four key factors: effective integration of acquisitions into the business model, successful tendering for work in new markets, the determined pursuit of innovation, and the ongoing management of customer service.

This has helped Citywide extend its reach beyond its original geographic boundaries.

However, the business has recognised that with the increase of competition and challenges in the market, it cannot rest on its laurels. Over the past few months, the leadership team has identified a number of new and innovative opportunities to continue that growth and improve its business performance. The result is the



creation of Transform2018 – an all-encompassing strategy that will drive the Citywide Group over the next four years, ensuring that we remain competitive and deliver an era of prosperity. Its goals are:

- Expanding its services to its current customers.
- Winning the right work with the right clients.
- Solidifying its position as a leader in maintenance services.
- Acquiring new business in new markets.
- Focussing on continuous improvement and innovation.
- Building a culture of excellence.

Citywide continues to recruit and invest in the best people, with training and up-skilling continuously occurring across the Group.

Whilst Citywide has had a strong year, it is only through the achievement of these goals that its vision will be fully realised.



WHAT WE VALUE

WORKPLACE SAFETY

Citywide has a dedicated, highly successful safety program – Goal ZERO. Company philosophy is that every accident is preventable, and commitment to improve safety is never ending.

GOAL ZERO

INNOVATION

Citywide has a reputation for driving innovation. Investing capital and human resources into the development of the most environmentally efficient and effective service delivery methods Citywide is focused and committed to delivering a sustainable future for all Australian communities to enjoy.

INTEGRITY

Citywide's culture is grounded in integrity, honesty and respect. Its reputation for applying these standards is one of its most valuable assets.

QUALITY

The reliability of Citywide's performance and the enduring quality of its projects, are evidenced in the quality of work provided to customers.

DELIVERING ON OUR PROMISE

Whether it is working with contractors, authorities, councils or project managers, Citywide provides a systematic and customised approach to meet the required needs of its customers.

PROJECT MANAGEMENT

Citywide has a depth of in-house project management experience. From major road and urban development projects right through to small refurbishments, Citywide has an impressive range of first hand experience and knowledge.





Photo:
Citywide's Victorian Regional
Infrastructure crew
performing stabilisation works
in Maffra.

OUR APPROACH

INTEGRATED SERVICE PROVIDER

A partner with councils and organisations in the growth of modern cities.

Citywide provides truly integrated service solutions. Spanning the eastern seaboard, it is the trusted custodian of many of Australia's most iconic landmarks.

Citywide is unique in its ability to offer a diverse range of services that are integrated via systems, technology and experienced management. This makes the business deeply responsive to the complex needs of customers and communities served every day.

Citywide's roads and waste management teams work in and around parks and gardens managed by its horticulture, arboriculture and turf maintenance staff. Working together they find deeper efficiencies and deliver strong services of consistent quality.

Technology and knowledge evolves quickly. By listening, adapting and innovating, Citywide works closely with customers to embrace change, develop solutions and create value.

Steadfast in the maintenance of environmental and safety standards, the Citywide team is always focused on meeting stakeholder objectives: safer, more resilient and admired community assets.



**VIDEO
AVAILABLE
ON OUR
WEBSITE**



OPEN SPACE DIVISION



Citywide’s LEAN focus has helped the business achieve cost savings, productivity improvements and increased customer service levels.

The Open Space division celebrated many successes in securing long-term work over the 2013-2014 financial year. Highlights included:

Contract re-wins:

- 🌿 City of Melbourne – Trees
- 🌿 City of Stonnington – Trees
- 🌿 City of Bayside - Open space and trees

New contracts:

- 🌿 Yarra Trams – Tree maintenance
- 🌿 Shire of Yarra Ranges – Tree maintenance
- 🌿 City of Maribyrnong – Parks and trees

Contract losses:

- 🌿 City of Melbourne - Parks

We were also included on a panel of contractors providing tree work and landscaping for the following councils:

- 🌿 Shire of Nillumbik
- 🌿 City of Maroondah
- 🌿 City of Hume
- 🌿 City of Darebin

Citywide launched its commercial landscaping arm that quickly achieved success with the installation of playgrounds and park upgrades to a number of new clients.

Arboricultural services had a strong year with good contract performance, experiencing strong demand for tree planting, maintenance, and management services. Despite challenging weather conditions and budgetary constraints experienced across the municipal sector, horticultural services yielded strong results continuing to secure new business along Australia’s eastern seaboard.

Citywide continued developing its total maintenance solutions, allowing the identification and creation of further business opportunities. Aside from providing customers with a higher level of solutions based account management, this has helped drive operational efficiencies resulting in greater profitability.



Organisational safety and the Goal ZERO initiative have been significant drivers over the past year, particularly in terms of communicating the key Goal ZERO messages and in emphasising safety expectations to the entire workforce. This will be an ongoing process of constant learning, improving and enhancing the business' safety culture.

Last year, the division commenced a LEAN program for its operational managers; this involved learning the principles of LEAN and undertaking a number of projects throughout the year where these principles could be put into practise. Citywide's LEAN focus has helped the business achieve cost savings, productivity improvements and increased customer service levels.

The management team, operational managers and supervisors are to be congratulated for their hard work and dedication throughout the year. Without their efforts, the division would not have had the successes it achieved in 2013-2014.

*Photo:
Citywide's Canberra Open Space
Horticulture team planting
ornamental garden beds along
ANZAC Parade.*

OPEN SPACE DIVISION



VIDEO
AVAILABLE
ON OUR
WEBSITE

WHILE YOU WERE SLEEPING

Citywide's solution allows business, transportation and people to function with minimal impact to their lives.

Managing Melbourne's extensive and majestic tree canopy, which adorn its many parks and line its streets and boulevards has always posed some risks. The challenge faced by Citywide's arborists has been to identify the best (and safest time) to maintain Melbourne's trees. Cars, traffic congestion, pedestrians, trams, overhead power cables, buses, staff safety, and impact on trade all need to be carefully taken into account.

Years of combined experience and knowledge working on the City of Melbourne trees contract has led Citywide's tree crews to conduct all inner-city tree maintenance works between the hours of 10:30pm and 6:00am, with chipping commencing at 7:00am. All equipment used throughout the night is specifically designed to minimise sound. This includes the use of hydraulic cutters, right through to battery powered blowers.

"Our night works initiative is the best way we can effectively manage the maintenance of Melbourne's ever increasing tree canopy, whilst allowing the city to function with minimal noise and disruption to its inhabitants and visitors. Not only is this initiative far less intrusive, it's safer and allows us to achieve a greater level of productivity having eliminated many of the day to day distractions," said Dwayne Carter, Citywide's Operations Manager overseeing the service.

"Our people really enjoy the opportunity to work whilst Melbourne's residents sleep. By morning as the sun rises and the city kicks into gear, we are packing up and heading back to base having achieved in one night what may normally take two days to complete" said Dwayne.

Citywide's solution allows business, transportation and people to function with minimal impact to their lives. Essentially helping to keep Melbourne marvellous, looking glorious and most important of all, congestion free.

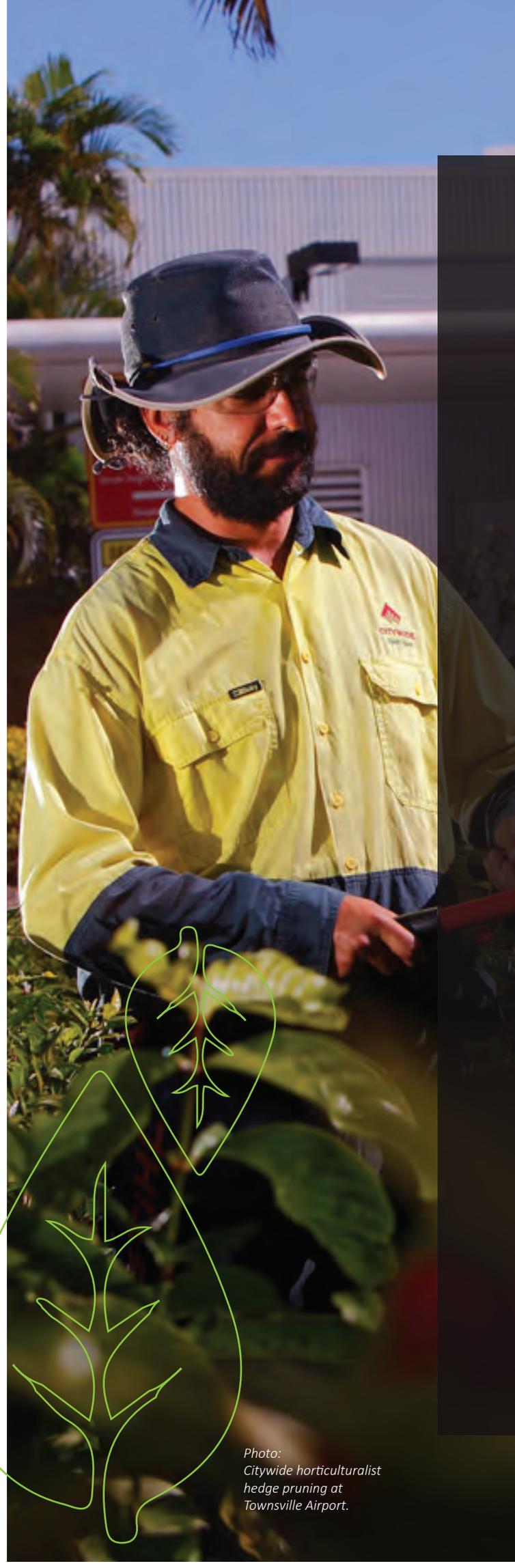


Photo:
Citywide horticulturalist
hedge pruning at
Townsville Airport.



WATER SENSITIVE URBAN DESIGN (WSUD)

WSUD is an approach to the planning and design of urban environments that supports and enhances healthy ecosystems, lifestyles and livelihoods through the smart management of water.

In partnership with the City of Port Phillip and industry experts, Citywide has developed an auditing and servicing of WSUD assets. Citywide is currently maintaining over 100 WSUDs for Port Phillip City Council.

WSUD is an approach to the planning and design of urban environments that supports and enhances healthy ecosystems, lifestyles and livelihoods through the smart management of water.

Citywide has invested in staff training and support ensuring its open space workforce is skilled in all matters relating to WSUD practices and principles. Citywide's horticulture team prides itself on effectively integrating

water systems into new or existing urban environments to greatly reduce pollutants, ensuring our environment and waterways are appropriately protected. Citywide's dedicated team also assist in the treatment of stormwater, through the use of swales, bio-retention (sub-soil filters), sediment basins, rain gardens, underground storage (artificial aquifers), wetland ponds, lakes and rainwater tanks.

To assist in the total management of these important water assets, Citywide has developed an application that runs on Android and Apple devices. Created for auditing and maintenance purposes, the solution assists field staff and clients to easily and efficiently capture data that is used to assess an asset's performance, and highlights any rectification and maintenance works required; all in real-time. In close consultation with field staff, the smart-app solution allows instant commentary on critical assets, ensuring water assets needing maintenance can be quickly identified and its issues rectified.

202020 VISION

Citywide has joined the 202020 vision: to create 20% more urban green spaces by 2020.

During the day the frenetic activity of city life – cars, people, buildings, smog and the great Australian sunshine - create a heat-bubble over the city.

One identified solution to this urban heat island effect, is to make cities 'greener' through urban reforestation. Right now Citywide is directing its thinking into how innovation, knowledge and long-term experience in prominent gardens across major Australian cities can support urban forestation strategy development and implementation. Specifically, Citywide is developing responses in water sensitive design, species selection, asset management and maintenance optimisation, as well planting in new contexts such as urban rooftops and vertical gardens.

All of these activities help to increase canopy cover and tree density to reduce the heat absorbed by infrastructure and lower the city's temperature.

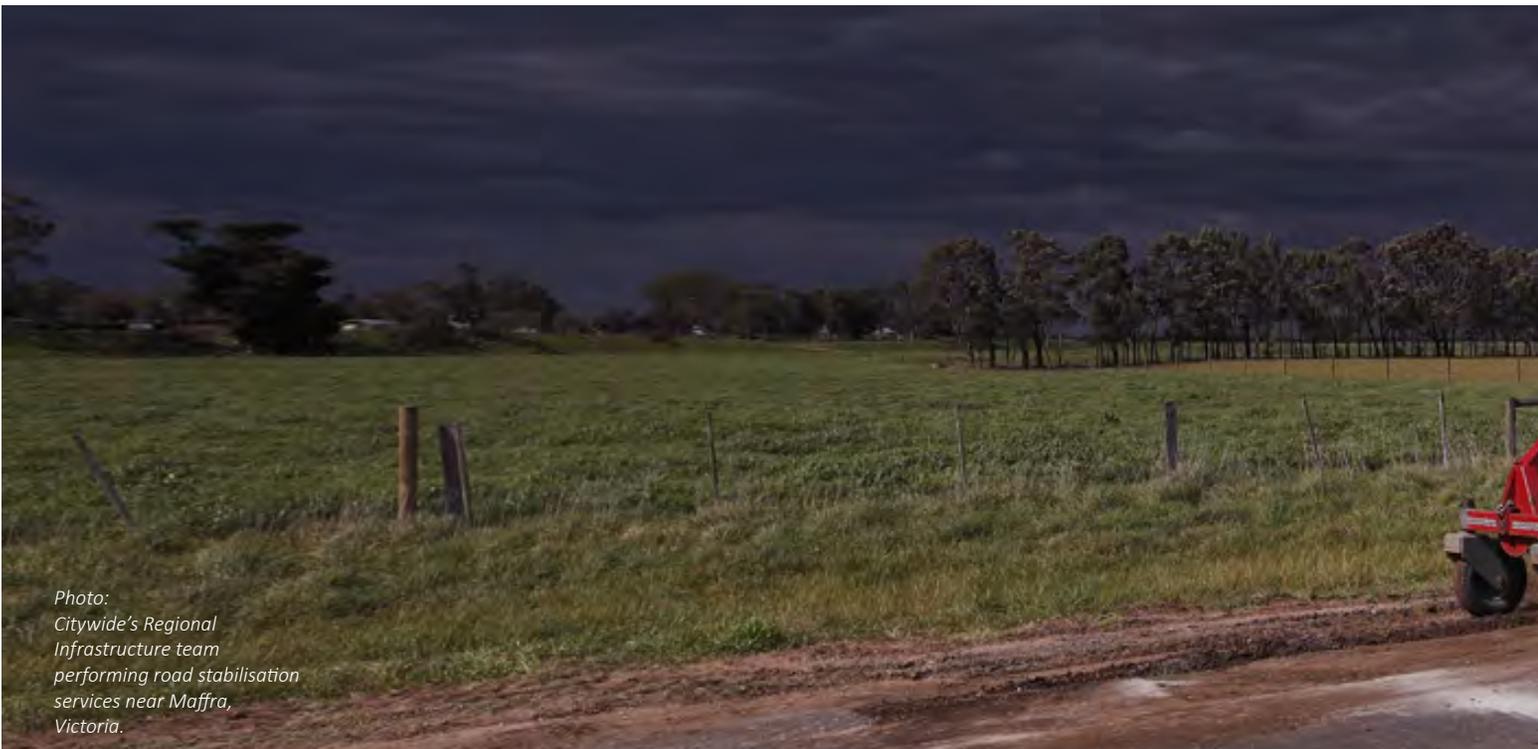
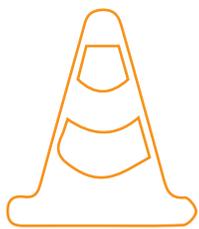


Photo:
Citywide's Regional
Infrastructure team
performing road stabilisation
services near Maffra,
Victoria.



INFRASTRUCTURE DIVISION

The division celebrated many successes in securing long-term work over the 2013-2014 financial year.

This past year has seen many new initiatives implemented across the Infrastructure division to ensure its sustainability and profitability. Teams have been consolidated and external dependency reduced.

The division celebrated many successes in securing long-term work over the 2013-2014 financial year. Highlights include:

Contract Re-wins:

- 🚧 City of Port Phillip - Parking meters maintenance contract
- 🚧 VicRoads Northern Region - Routine maintenance services
- 🚧 Bitu-Mill - Reconstruction of flood and storm damaged roads in Buloke Shire
- 🚧 Wakool Shire - Micro-stabilisation services
- 🚧 Services South East: Micro-stabilisation services

New contracts:

- 🚧 City of Melbourne – Streetscape contract. This project involved the reconstruction of existing footpaths and installation of new bluestone kerb and channel on Little Collins Street, between King Street and Spencer Street.
- 🚧 City of Dandenong – Meters maintenance contract

KPIs - Customer Satisfaction

- 🚧 Excellent feedback from customers on major events management including Moomba, New Year's Eve, Anzac Day and Run 4 Kids.



**15.5%
GROWTH**
IN ASPHALT PRODUCTION
ACHIEVED



A tool to
remove the
guess work

DRAINAGE ASSET CONDITION RATING

Citywide commenced a drainage asset management service to further enhance its asset maintenance capability. This service provides customers with reliable diagnostics tools to assist with the assessment and reporting of drainage infrastructure, proactively identifying problems and helping mitigate asset failure.

A combination of cutting-edge GPS tracking technologies, robotics and other high-end devices are helping transform a normally disruptive process into one that is far more discrete and efficient.

Information collected through this process incorporates a video survey of storm water pipes, including GPS mapping and commentary.

The ability to 'see' inside the infrastructure allows for 'key-hole

surgery' style repairs to be performed, instead of carving up tracks of road to find and fix damaged or blocked drains.

What once was a laborious and time consuming task can now be performed in a variety of weather conditions, in far less time.

Citywide's approach is a welcome relief to those wishing to quickly gauge the condition of their pipeline infrastructure and build a sustainable strategy for the maintenance of all drainage assets.

"The comprehensive drain inspection service offered by Citywide allow customers to plan their capital spend more effectively, ensuring issues are rapidly identified, rated in accordance to severity, and addressed in a timely and efficient manner," Warren Bates, Operations Manager.



INFRASTRUCTURE DIVISION



Photo:
Citywide's Regional
Infrastructure team
performing stabilisation
services

MICRO-STABILISATION DEMONSTRATION DAYS

“We take pride in the quality of the work we do and its ability to withstand a variety of climatic, environmental and traffic conditions.”

Citywide and subsidiary company, AWD Earthmoving, undertook a number of demonstration days across Victoria showcasing their unique micro-stabilisation process. These demonstration days produced excellent business opportunities helping to educate the market on this innovative solution.

Essentially a ‘spot-fixer’ whereby road base is repaired (stabilised) using existing materials mixed with innovative polymer products to create a smooth, sustainable and safe road surface. Citywide’s micro-stabilisation business is designed around smaller plant and equipment that can undertake in-situ stabilised patches within a small environment and provide a quick set up and completion. These micro-stabilisation teams can repair between 150 and 1000m² a day given the right conditions.



“We take pride in the quality of the work we do, and its ability to withstand a variety of climatic, environmental and traffic conditions” said Neville Hungerford, Infrastructure Divisional Manager.

This delivers an extremely cost effective and sustainable operation that can assist municipalities to make their road networks safer, reduce costs and stretch their road maintenance budgets further.



LORNE SWING BRIDGE REPLACEMENT

Client: Great Ocean Road Coast Committee (GORCC)

The iconic Lorne Swing Bridge was originally built in 1937. The Bridge was heritage listed and held great practical and sentimental value for community and visitors alike.

After 76 years, the structure was deemed unsafe and subsequently closed to the public.

Citywide was contracted to undertake the physical replacement of the bridge. To comply with modern engineering and safety requirements, some steel components had to be used. The same shape and wooden appearance as the original structure was maintained. Citywide worked with a third party manufacturer to ensure that bridge components were constructed to the highest standards of safety.

Citywide's engineers were faced with the challenge of safely removing the old structure in a manner that posed little or no harm to the environment. This included

no debris falling into the river, no contaminants left in the water, and no damage done to the pristine coastal environment. To their credit, works performed had zero adverse impact on the surrounding environment.

The intensive reconstruction process included the use of a 220 tonne capacity crane to install the components, which were built off-site. Witnessing the crane ease the new bridge into place was a once in a lifetime experience that attracted crowds of onlookers.

Always conscious of its impact on communities in which it operates, Citywide used the expertise and knowledge of local contractors whenever possible.

GREENPAVE TURNS FIVE!

“Over 200 kilometres of Greenpave has been laid across metropolitan Melbourne saving more than 357 tonnes of carbon dioxide, or over 7 million black balloons.”

In a bid to achieve ‘zero net emissions by 2020’ a growing number of Australian councils have set tough carbon emission targets. The only way these targets will be met, is by embracing innovative and environmentally sound solutions like Citywide's Greenpave suite of recycled and warm mix products.

Following the upgrade of the asphalt plant in 2013, Citywide's Greenpave asphalts address community and government concerns over climate change, through the provision of a number of VicRoads approved products with considerably less impact to the environment.

In March 2014 Citywide celebrated five years of laying Australia's first low emission asphalt across Victorian communities. “This represents a significant environmental milestone for the State. With over 129,000 kilometres of municipal roads in Victoria, the potential for Greenpave asphalts making a meaningful impact on climate change is substantial” said Mr Kerry Osborne, Managing Director.





ENVIRONMENTAL DIVISION

The annual customer survey results were again very favourable for the Environmental division and are a reflection on the strong relationships and client service that the division provides.

The Environmental division celebrated a number of successes in securing long-term work over the 2013-2014 financial year. Highlights included:

Contract re-wins / extensions:

- City of Melbourne – Management and operation of Dynon Road Waste Transfer Station
- Queen Victoria Market – Cleaning services

New contracts:

- City of Glen Eira – Provision of Operational Building Waste Collection Services
- Nillumbik Shire Council - Supply and Transport of Bulk Haulage Bins for Resource and Recovery Centre
- City Of Darebin – Cleansing of Retail Activity Centres 2014 (Bins, Poles & Footpaths)

The division continued with their newly introduced Management Training Program across all senior management levels; a similar training program for all contract supervisors is to be introduced in 2014-15. This initiative has further improved divisional efficiencies resulting in greater levels of service provided to municipal and private sector customers. The division also worked closely with the City

of Melbourne addressing commercial waste services. In a bid to centralise waste collection, and reduce waste vehicle impact on CBD traffic, Citywide commenced in partnership with the City of Melbourne, the use of ‘elephant foot’ compactors to a number of laneways. Aside from aesthetic and health benefits, these waste compactors have removed countless waste bins from the city, reduced traffic and noise, and provided businesses with an efficient and modern waste solution that is leading to the beautification of laneways otherwise used to store waste bins.

In line with our Goal ZERO campaign, the specialised driver training that was undertaken this year in our municipal waste business has resulted in a significant drop (8.8%) in the number of vehicle accidents across the business unit compared to the previous year. As part of Citywide’s commitment towards safety, the training course will now be rolled out to all business units.

The annual customer survey results were again very favourable for the Environmental division and are a reflection on the strong relationships, client service and community amenity the division provides.



17%
REDUCTION
OF AT FAULT VEHICLE
ACCIDENTS FROM
FY 12/13

8.8%
REDUCTION
IN VEHICLE ACCIDENTS
FROM FY 12/13

*Photo:
Citywide's Canberra Environmental
team providing sweeping services
around the Lake Burley Griffin*

ENVIRONMENTAL DIVISION



VIDEO
AVAILABLE
ON OUR
WEBSITE

DYNON ROAD TRANSFER STATION COMMITS TO SOCIAL SUSTAINABILITY

Sent by Citywide, the bikes are sourced through the Dynon Road transfer station and shipped in forty-foot containers to Namibia and Zambia.

The team at Citywide's Dynon Road Transfer station, led by Operations Manager Con Giannoukas, have begun a partnership with not-for-profit organisation Bicycles For Humanity, to collect and send used bicycles to Africa.

Citywide became involved in the project at the beginning of 2014, after Divisional Manager Chris Ryan, Business Manager Clyde Harding, and Operations Manager Con Giannoukas were touring the transfer station and noticed the large number of bicycles getting crushed and sent away to the scrap metal recyclers.

"We all agreed we needed to put the bicycles to better use," Con said.



Bicycles for Humanity was the perfect solution, allowing Citywide to recycle used bicycles whilst also contributing to social sustainability in developing countries. Sent by Citywide, the bikes are sourced through the Dynon Road transfer station and shipped in forty-foot containers to Namibia and Zambia, where they re-supply two highly successful Bicycle Empowerment Centres. These centres provide sustainable transport in the form of the refurbished bicycles, as well as offering workshops, training, employment and entrepreneurial opportunities.

For people living in developing countries, a bicycle can mean access to education, health care, fresh water and economic opportunity.



WASTE NOT WANT NOT

Citywide has continued its support of a sustainable Melbourne through the installation of two above-ground waste compactor units.

The 'Compactors in Laneways' project is in trial in two areas of the city identified as 'hotspots': Bullens Lane in Chinatown and Kirks Lane near the popular Hardware Lane.

Melbourne's laneways add to the character of the city and are enjoyed by tourists and locals alike. As the city's population expands, so has the waste that inevitably ends up in Melbourne's many hidden streets.

Odour, overflowing bins and dumped rubbish act as deterrents to people who visit these laneways to admire the street art and discover hidden bars, restaurants and shops.

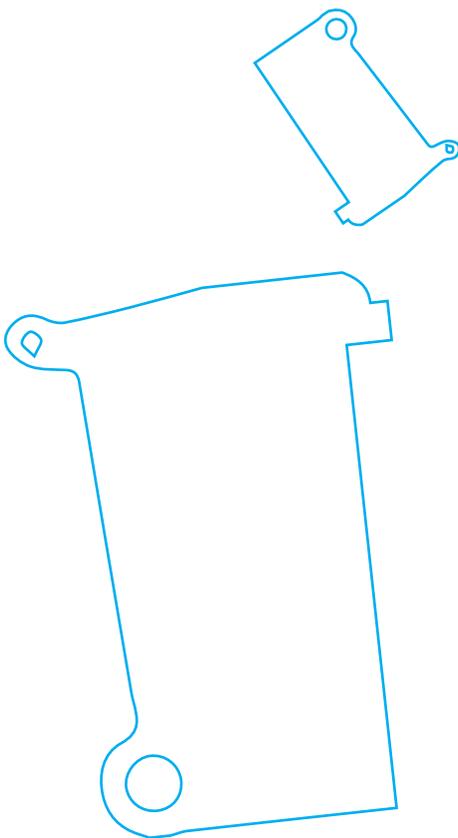
The project is part of an overall solution to tackle these issues and encourage better recycling and waste management practices. Businesses and residents in the vicinity of the laneways can use the compactors on a daily basis to dispose of their waste. These project

participants are provided with security cards and given directions on how to correctly use the facility.

Each compactor can hold the volume of ten waste trucks, thereby reducing greenhouse gas emissions generated from waste collection and disposal.

The reduction in the high volume of waste trucks that travel through the CBD also help reduce general noise and traffic congestion.

The City of Melbourne is the first council in Australia to introduce this type of infrastructure in a public place.





*Photo:
Citywide's Open Space
Horticulture team managing
ornamental hedges at Townsville
Airport.*



NORTHERN REGION

**14.6%
GROWTH
ACROSS THE REGION**



**REDUCTION IN LOST
TIME INJURIES FROM
4 TO 1**

6

NEW APPRENTICES



Staffed by good people providing an excellent service.

Citywide's dedicated Northern Region team has been hard at work expanding opportunities in the region. The 2014 Quality of Service Survey highlighted huge improvements that have been made across Citywide's Northern Region contracts, achieving very strong customer feedback. Comments from the survey included "Fantastic, very professional, communicate well and run a good operation" and "staffed by good people providing an excellent service."

During the past year, there was considerable focus on integrating Citywide and Sterling operations including establishing a common Northern head office. This intergration has improved operations allowing gains in service delivery.

There has been a definite reduction in Lost Time Injuries (LTIs) across the Northern Region from four in 2012/2013 to just one in 2013/2014.

This hard work has translated into celebrating many successes in securing long-term work over the 2013-2014 financial year. Highlights included:

Contract re-wins:

- 📌 Canada Bay City Council – Arboricultural Services
- 📌 City of Sydney – Parks and Open Space Maintenance Services
- 📌 Gosford City Council – Asset Maintenance East Brisbane Waters
- 📌 University Of Western Sydney – Landscape Maintenance Contract
- 📌 Campbelltown City Council – Sports Ground Maintenance

- 📌 Blacktown City Council – Sports field Renovation Contract
- 📌 Blacktown City Council – Garden Maintenance

New contracts:

- 📌 Sutherland Shire Council – Open Space Maintenance
- 📌 Port of Townsville – Grounds and Gardens Maintenance
- 📌 Townsville Airport – Landscape Maintenance
- 📌 Hawkesbury City Council – Bligh Park Community Precinct Landscape Works Sydney Olympic Park Authority -
- 📌 Prequalification Scheme for Professional and Technical Services
- 📌 Campbelltown Catholic Club - Aquafit Landscape Works
- 📌 Liverpool City Council – Landscape Upgrade Works Mubo Park
- 📌 Holsworthy William Clarke College – Green Space Services

Investment in staff upskilling and development is a continued focus; Citywide and Sterling employ 15 apprentices across the Northern Region with a total of six new apprentices being employed this year. As well as apprenticeships Citywide has enrolled existing staff in traineeships in the areas of Arboriculture and Horticulture. Some of the highlights include a Team Leader Development Program in Townsville, Arboriculture Skills training in Sydney and a Leadership Program (Work for Leaders) for existing and upcoming leaders in the Northern Region.

As Citywide strives for Goal ZERO, the business has also continued to provide ongoing safety training to all staff across the Northern Region to ensure staff are kept up to date with safety certifications and licencing.

NORTHERN REGION

SYDNEY AWARDED GREEN FLAG

One of Citywide's most iconic parks has been recognised as world-leading public parklands by winning the prestigious Green Flag Award.

Sydney's Hyde Park is maintained by Citywide on behalf of City of Sydney, and was one out of only 12 Green Flag Awards recipients across Australia and New Zealand.

The Green Flag Award scheme, recognised internationally, assesses the quality of parks across a number of categories, including their safety, quality of the facilities, management of environment historic features, and as great places for people to play and recreate.



COMMUNITY ENGAGEMENT IN THE NORTHERN REGION

Citywide's desire to deliver meaningful outcomes both to business and to community are at the heart of all its strategies.

Shaping sustainable landscapes is about providing local communities with the means and the tools to make a positive impact on their surrounding environment. As such, Citywide believes it has an important role to play in enhancing the quality of life for all.

In 2013-14, Citywide's commitment in the northern region included:

- 17 committed Team Northern employees participated in the 14km City 2 Surf fun run, including 3km of what is known as "Heart Break Hill". This run was one of many completed by the team.



- A team of Technigro employees competed in the annual Gold Coast Airport Marathon, helping to raise money for a local charity.
- Hands Across the Water charity supported.
- Oxfam Trailwalker.
- Sponsorship of various school teams and local sporting groups.
- Involvement with various fetes and garden days at local schools.

TECHNIGRO WIN TWICE AT THE PARKS AND LEISURE AUSTRALIA AWARDS OF EXCELLENCE



Citywide subsidiary Technigro was recently named a Regional Winner twice at the Parks and Leisure Australia (PLA) Awards for Excellence. It was a tremendous accomplishment as Technigro was up against major competitors, government and industry bodies from across Queensland.

The Awards of Excellence is a prestigious industry recognised program that boasts hundreds of entries from across Australia and is

judged by industry peers and specialists.

As the vegetation management of sports turf, parks and foreshores are a core part of the Technigro business, the team was honoured to win these accolades. Upon accepting the awards, Technigro's Business Manager, Nick Bloor, attributed the company's success to, "Our unrelenting pursuit of excellence, our innovative approach and the high quality of the people we employ".



Photo:
Citywide's Living Colour
floral display brightens
Sydney's iconic ANZAC
Memorial in Hyde Park.



LIVING COLOUR

Citywide adorned the streets of Sydney with gorgeous displays of potted colour as part of the Living Colour Festival.

The theme for the season was 'Spring Cycle' so the team creatively constructed graphics such as wheels, bikes and chains using annuals, potted colour and even some edible additions. In total, the team installed nearly 900 crates that house over 30,000 200mm pots to produce this season's floral displays throughout the CBD.

There was also an incorporation of 3D elements using picket fences and mounted bikes to really capture the imagination. At the end of the display, the plants and bikes will find their way into new homes around Sydney with all stock being donated to local community groups, schools and as additions to garden beds within Sydney's parks.

Living Colour is one of the largest seasonal floral displays of its kind in Australia and this year it has expanded to even more locations across the City of Sydney area. More than 30,000 individually grown potted flowers and plants are used to create the stunning floral designs in dozens of separate displays, which naturally develop so people can watch the art pieces grow and change.

Almost 100 planters are spread throughout the City and its surrounds, transforming hard surfaced areas of the City into floral landscapes.



Photo:
Technigro personnel undertaking
vegetation management services
on Australia's Gold Coast.



OUR ENVIRONMENTAL FUTURE

Sustainability is a company philosophy, and Citywide continue to be an industry leader.

As a company that works closely with the environment, Citywide is committed to reducing its carbon footprint by measuring and recording greenhouse gas emissions and energy use in line with National Greenhouse Energy Reporting Scheme (NGERS). Citywide also monitors its water use, waste generation and recycling across the Group.

Sustainability is a company philosophy, and Citywide continue to be an industry leader, employing water minimisation technologies in heritage listed gardens and investing in low emission vehicles and asphalt products.

Citywide is committed to sustainability, not just in the current climate, but also in a future environment where there will be less fossil fuel energy resources available. This is why Citywide is developing an Energy Reduction Policy and Plan, and is seeking to further reduce it's emissions by 2018.

Focussed on reducing energy usage and helping clients achieve their environmental targets, Citywide has invested in various environmentally friendly technologies such as water recycling, capturing rain water for parks and gardens, and the incorporation of Water Sensitive Urban Design (WSUD) into its planting.

Over the next 12 months Citywide will be further developing its environmental reporting processes and finalising new reduction targets across the Group.



OUR COMMUNITY



If you haven't noticed Citywide before, look again – you'll see them. And you will realise you see Citywide everywhere – maintaining the spaces in which Australian communities interact and engage with one another.

Each year, the company supports a number of social programs and encourages the participation of Citywide employees in community life through sponsorships and flexible work arrangements.

Over the years, Citywide has developed a positive culture based on high outcomes delivered through dedicated levels of service. The desire to do this for both businesses and the community is at the heart of all its strategies.

Shaping sustainable landscapes is about providing local communities with the means and the tools to make a positive impact on their environment. As such, Citywide believes it has an important role to play in enhancing the quality of life for all.

Community engagement is an interactive process that provides an opportunity for community members to be involved in the development of ideas, concepts and proposals as part of the greater decision making processes.



*Photo:
Canberra's Old Parliament House Rose Garden's volunteers diligently working alongside Citywide staff enhancing this iconic asset.*

1000+
VOLUNTEERS HOURS
IN ACT & VIC

20+
COMMUNITY
VEGETATION
PROJECTS



*Photo:
National Tree Planting Day, Bayside*

IN 2013-14 CITYWIDE SPONSORED 21 COMMUNITY ORGANISATIONS AND INITIATIVES ACROSS AUSTRALIA INCLUDING:

- Craigieburn Phoenix
- OXFAM
- Helping Hand Foundation
- Relay for Life
- The Age Run Melbourne
- Governor's Conservation Charity Gold
- Pro Am
- Kiss Goodbye to MS
- Biggest Morning Tea
- Apollo Bay Football Club
- Spring Fling
- Doncaster Sharks Football Club
- Bayside City Council Carols
- Manningham City Council Christmas Carols
- Circus Quirks for Melbourne's Special Needs and Disadvantaged Children
- Family Life Open Garden Day
- Chelsea Football Club
- South Eastern Titans
- Arboriculture Australia
- Bendigo Cricket Club Player Sponsorship
- Friends of the Canberra Rose Garden
- 2014 Australian Police and Emergency Services Games

CORPORATE GOVERNANCE

A balance of skill, expertise and diversity, assist the Group in meeting its strategic objectives.

CITYWIDE'S BOARD IS COMMITTED TO BOTH A HIGH LEVEL OF CORPORATE GOVERNANCE AND TO FOSTERING A CULTURE THAT VALUES ETHICAL BEHAVIOUR, INTEGRITY AND RESPECT. GOOD CORPORATE GOVERNANCE IS THE HALLMARK OF SUCCESSFUL COMPANIES – IT ADDS VALUE TO THE COMPANY THROUGH EFFICIENT OVERSIGHT AND RISK MANAGEMENT, WHILE ENCOURAGING INNOVATION AND ENTREPRENEURSHIP.

Citywide's Board recognise the need for excellence in corporate behaviour and accountability in order to fulfil its responsibilities to the Group's stakeholders, who include its shareholder, customers, suppliers, employees, and the community.

The Board has established a Code of Governance Practices to ensure it is well equipped to effectively and efficiently discharge its responsibilities. Amongst other things, the code covers the function, composition, nomination, performance and remuneration processes of its Directors. As well, it also covers the reporting obligations of the Group and requires the Chairman to review the individual performance of each of the Directors.

The Board consist of seven Directors, six independent non-executive Directors (including the Chairman), and an executive Managing Director. The Directors bring a balance of skill, expertise and diversity to assist the Group in meeting its strategic objectives.

Non-executive Directors meet periodically, in line with better governance, without the Managing Director or other management present. In accordance with the Company's Constitution, one third of the Directors must retire each year; however, if eligible, they may offer themselves for re-election.

The Board is actively involved in setting the strategic direction of the Group, as well as reviewing the current performance on a monthly basis, with the overall vision to achieve increased growth.

As part of this process, the Board has four committees: Remuneration, Audit and Finance, Risk and Sustainability, and Nominations.

These committees have their own written charter setting out the role, the responsibilities and the manner in which they operate. Each is comprised entirely of non-executive Directors who provide support to the full Board by giving a professional and skilled focus in each of the four areas, while all matters determined by the committees are submitted to the full Board for consideration.

The Managing Director is an ex officio attendee of all Board Committees. The Chief Financial Officer and the Group Risk and Audit Manager are ex officio members of the Audit and Finance Committee and the Risk and Sustainability Committee. The Executive Group Manager People and Culture is an ex officio member of the Remuneration Committee.

The Board has agreed policies and procedures in place, in the event that actual or potential conflicts arise between the interests of the Directors and those of the Group.

Directors and Board Committee members have the right (in connection with their duties and responsibilities) to seek independent professional advice at the Group's expense. This is subject to the prior approval of the Chairman of the Board, which will not be unreasonably withheld.

As governance is a major area of Board responsibility, the Board is also fully informed on issues relating to strategy, the environment, OH&S, legal compliance, finance, treasury, and corporate matters, and sets policy in these other areas of the business.



MR MARK BIRRELL - Chairman

Mark has extensive experience as a Company Director and lawyer. He is the Chairman of Infrastructure Australia, Chairman of the Port of Melbourne Corporation, Chairman of Regis Healthcare Limited and Chairman of PostSuper Pty Ltd. Mark is a Fellow of the Australian Institute of Company Directors and, amongst his many roles, is the President of the Victorian Employers Chamber of Commerce & Industry.



MR PETER LOWE - Director

Peter is a fellow of CPA Australia and member of the Australian Institute of Company Directors. He is currently Chairman of United Energy Distribution Holdings Pty Ltd and Multinet Group Holdings Pty Ltd and a Director of Snowy Hydro Limited, Linking Melbourne Authority and Tasmania Networks Pty Ltd. Peter has extensive senior management experience in all aspects of finance including Chief Financial Officer for both Australian and US public companies in the energy utility sector.



MS JANICE VAN REYK - Director

Janice is a Director of Melbourne Water, Port of Melbourne Corporation, and Northern Territory Environment Protection Authority, and Independent Member of the Audit & Risk Committee, The Salvation Army and an Independent Member of the Audit, Finance & Risk Committee, Sustainability Victoria. She is a member of the Environment Institute of Australia and New Zealand and a Fellow of the Australian Institute of Company Directors. Janice is experienced in environmental and stakeholder issues on infrastructure projects and public policy in the water, energy, waste and transport sectors.



MS PRUE WILLSFORD - Director

Prue has extensive experience in the financial services sector and is the CEO of The Australian and New Zealand Institute of Insurance and Finance (Australia, Hong Kong and China) and has held senior leadership roles at National Australia Bank and State Trustees. Prue was the Deputy Chancellor of Victoria University and held various roles on the University Council, including Chair of the Resources Committee. Prue has a long history of community involvement and volunteering, is a Fellow at the Australian Institute of Company Directors, and a Graduate of the Governance Institute.



HON. JOHN M BRUMBY - Director

John was Premier of Victoria from 2007– 2010 after spending seven years as the State’s Treasurer. He is currently the Chairman of the Motor Trades Association of Australia Superannuation Fund Pty Limited, Chair of the Olivia Newton-John Cancer Research Institute, Deputy Chair of the Industry Super Australia, a Director of Huawei Australia and the Fred Hollows Foundation, and Vice- Chancellor’s Professorial Fellow at both the University of Melbourne and Monash University.



MS ANDREA WATERS - Director

Andrea is an experienced auditor, accountant and Non-Executive Director. She is a Director and Fellow of Chartered Accountants Australia & New Zealand, and a member and accredited facilitator of the Australian Institute of Company Directors. She is a former partner with KPMG, and a Director of the Lord Mayors Charitable Foundation and Board of Management Lord Mayors Charitable Fund. She has previously been a Director of Cancer Council Victoria.



MR KERRY OSBORNE - Managing Director

Kerry is Chairman of the New Zealand Victoria Business Group (NZVBG) and is a Fellow of the Australian Institute of Company Directors. He has held a number of senior positions in the construction and maintenance industries in both Australia and New Zealand including Chief Executive of Eastworks (a NZ based roads and municipal services company).



CITYWIDE

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