

# Business Overview

## Programmed provides staffing, maintenance and project services.

We employ directly more than 10,000 skilled and semi-skilled staff and tradespeople across a broad range of government and private sector industries in the resources, infrastructure, education, manufacturing, logistics, commercial/retail and tourism/recreation markets. Our ability to recruit and deploy staff is supported by an active database of some 60,000 personnel.

We provide services to over 7,000 customers, often under a long-term contract. We deliver these services through our network of over 100 branches throughout Australia and New Zealand with operations in the United Kingdom and Singapore.

Our business model is built around our ability to recruit, retain and deploy a large directly-employed workforce of professional, skilled and semi-skilled staff across a range of business capabilities.

Our services during the year ended 31 March 2010 were delivered through five operating divisions: Property Services, Facility Management, Workforce, Marine Services and Engineering Services.

Following a review of our current strategies and plans, and taking into account changes in market conditions over the past 18 months, our operations are now focused on three major segments:

- a) Property & Infrastructure, providing building, maintenance and operation services to the property and infrastructure sectors;
- b) Resources & Industrial, providing construction, maintenance and operation services to the resources and industrial sector; and
- c) Workforce, providing staffing services.



### Our key growth STRATEGIES are:

- a) to provide additional services to existing Property & Infrastructure customers;
- b) to expand existing services in the Resource & Industrial market;
- c) to expand our staffing services market; and
- d) to add new service capability.