

*Joss*<sup>®</sup>



2016  
ANNUAL REVIEW

*Once again I am extremely pleased to report the Group has experienced a very positive result for the 2015/2016 year. This outcome has been due to opportunities that have been identified and pursued by our innovative and focused team, covering all divisions of the Group.*

## **Facility Management.**

This division has been extremely active with the winning and commencement of the Land and Housing Contract (NSW). This contract has placed the Facility Management team under pressure in the 'start up' period and are now starting to settle into the contract. Winning this contract has given our Facility Management division the diversity required to consolidate and give certainty to the division. The Facility Management division is also preparing for the next round of the Whole of Government contracts to be rolled out for a mid-2018 start up. There are to be some amalgamation of some of our current contract regions and we need to be prepared as these changed boundaries will result in a further expansion should we be successful in all current areas.

## **Construction.**

This year has resulted in one of our best results in turnover and margin and considering the current market, an extremely good result for 2015/16.

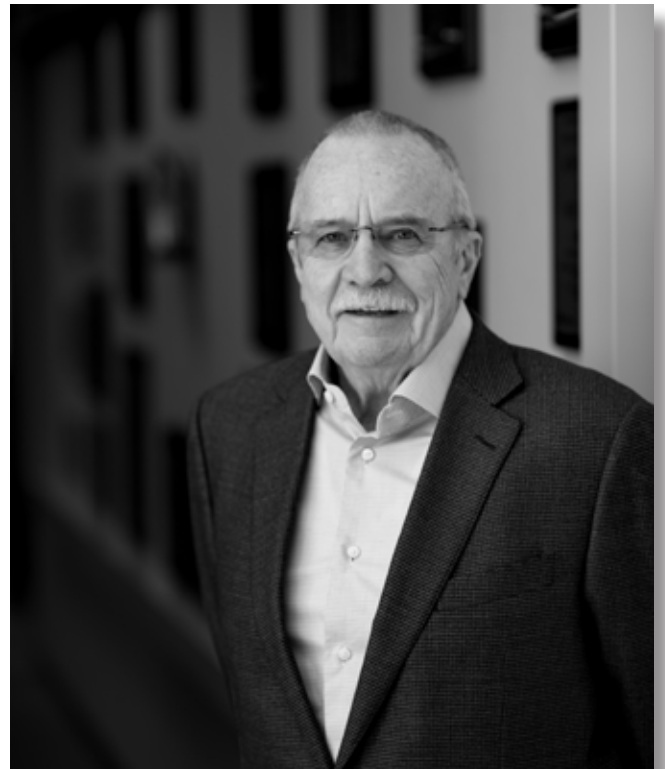
With the completion of some of our major projects now being handed over before December including:

- CSU Engineering Precinct, Bathurst
- TAFE NSW Wollongong New Employer Service Centre
- St. Vincent's, Griffith Community Hospital and Clinical Teaching & Learning Centre
- Quest Apartments Griffith
- Wagga Wagga Base Hospital Clinical Services Block
- Wagga Wagga Roads and Maritime Services - Morgan Street Fitout & Pearson Street Depot
- Aldi Griffith

Currently there are some very substantial projects in the estimating pipeline though unfortunately these, if successful, will be won in a very competitive market.

## **Total Warehouse Solutions.**

This division has gone through some substantial changes in recent months with an overhaul of the entire organisational structure. This has enabled us to restructure the division and fine tune the operation. I am confident the changes made will further enhance the division and set a clear pathway for its development.



**Systems and Injury Management** continue to set the bar with their operational skills. The management personnel for these units are consistently able to raise the bar, ensuring our systems and Injury Management are functioning with workplace safety and our return to work programs paramount to the Company's success.

Overall performance of the Company for the past financial year has been very satisfying especially in the current market where both Construction and Facility Management performed extremely well.

**Colin Joss**  
**Managing Director**

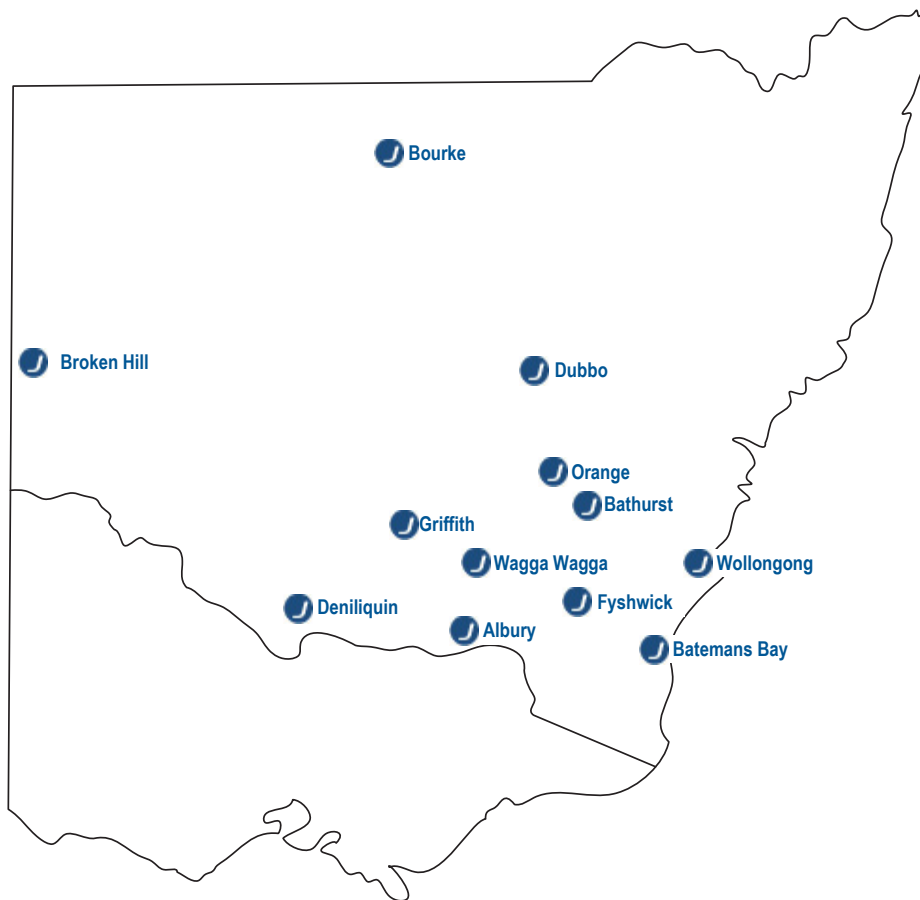
# JOSS GROUP COMPANY DIVISIONS

From humble beginnings in 1975, privately owned company Joss Group (Colin Joss & Co Pty Ltd) has experienced significant growth and development to establish itself as a leading provider of a range of quality complementary services across regional NSW, Victoria and ACT.

Today, Joss Group consists of 3 main divisions:

- **Joss Construction**
- **Joss Facility Management – Maintenance & Cleaning**
- **Joss Total Warehouse Solutions**

Our head office is located in Albury NSW, with regional offices located in Deniliquin, Griffith, Wagga Wagga, Bathurst, Dubbo, Wollongong, Batemans Bay, Fyshwick, Bourke, Broken Hill and Orange



## JOSS CONSTRUCTION

Considered one of regional Australia's premier construction companies, multi-award winning Joss Construction specialise in commercial construction projects throughout regional Victoria, NSW and ACT. Joss Construction offer a wide range of coordinated construction services, from the initial feasibility investigations through to design, building stages and beyond.

## JOSS FACILITY MANAGEMENT

Providing best value, high quality building and asset management services in regional Australia. With offices in Albury, Deniliquin, Griffith, Wagga Wagga, Batemans Bay, Fyshwick, Wollongong, Bathurst, Dubbo, Bourke, Broken Hill & Orange, Joss Facility Management provides a wide range of services to a varied client base in both the public and private sectors.

## JOSS TOTAL WAREHOUSE SOLUTIONS

Supplying specialist third party warehousing, forklift handling solutions and nationally accredited warehouse training. Joss Total Warehouse Solutions offers services for palletised storage, carton and/or pallet pick and dispatch, cross docking and container de-stuff within ambient and insulated controlled environments.

# JOSS FACILITY MANAGEMENT

2016 has seen Joss Facility Management complete Year 5 of the Asset Management Services Contracts. These contracts are for the NSW Department of Education (DoE) Whole of Government Facilities Management Services contracts in the Riverina, (combined maintenance and cleaning), Illawarra South Coast, (maintenance only) and Western NSW, (combined maintenance and cleaning). These regions commenced on the 1st of July 2011 and will operate through to the end of June 2016 with the option to extend formalised to June 30 2017.

The Facility Management Services Contract with La Trobe University which covers regional campuses in Wodonga, Shepparton and Mildura has entered its fifth year, and continues to exceed the Key Performance Indicators which has resulted in the contract period being extended to April 2018.

Our Cleaning Division continues to boast an impressive portfolio which consists of 1017 Sites and over 1200 staff throughout North Eastern Victoria and Regional NSW, providing cleaning services to both government and commercial properties such as Essential Energy, Roads and Traffic Authorities, Department of Lands, Department of Agriculture, TAFE NSW, Local councils, Court houses, NSW Police, Government offices, State Water, Correctional Facilities, National Parks and Wildlife, Department of Industry and Investment, NSW Ambulance, Department of Fair Trading, Ageing Disability and Home Care, Department of Education including junior, secondary and special needs schools, NSW Sport and Recreation, NSW Catchment Authority, Department of Primary and NSW SES facilities.

2016 has seen another exciting year filled with plenty of challenges which resulted in both the Maintenance and Cleaning Divisions again ranked as the No. 1 contractor across the state.

Joss Facility Managements' growth over the past twelve months has been significant with the commencement of the Land and Housing Corporations (LAHC) Asset Maintenance Services Contract on the 1st April 2016 with an initial contract term of five years with two, two year options, giving potentially a nine year contract period.

These contract regions cover approximately 8,600 properties throughout the Riverina, Central and North Western regions of NSW which are made up of a mix of free standing Dwellings, Units, Townhouses and Villas, where we are contracted to undertake Responsive Works, Planned Works, Vacant Restorations, Modifications, Lawns Grounds and Cleaning, Building Essential Services and Fire Restoration works. With this new contract it has resulted in the employment of an additional 72 management and administrative positions across three contract regions.

Another exciting opportunity came to fruition in February with the success of the Facility Management Service contract at the recently constructed Coombs P-6 School in the ACT. This project was a joint submission in conjunction with Joss' Construction Division who successfully completed the design and construction of the new school. Joss Facility Management will maintain this site under contract for a period of five years.



Works at Berrima Gaol were the refurbishment of the facility to become operational after being closed for a number of years. Works at the gaol included hydraulic services, electrical services, painting throughout and an upgrade of the facility security system.

Joss Facility Management has continued to tender on projects externally to our established contracts and has been successful in undertaking a number of these works over the last twelve months.

The expansion being experienced with our current and additional long term contract, and the additional employees engaged to undertake the LAHC contracts, has resulted in our facilities being improved across many of our regional locations. This has seen our Dubbo offices relocate, the setting up of a new office in Orange, the refurbishment of the upstairs level of our Bathurst office, relocation to a new office building in Wagga and the current extensions to the Albury Head Office.

A very exciting time for Joss Facility Management and we are looking forward to our continued working relationship in what will be another very busy year.

***Graham Groth***  
***General Manager***  
***Joss Facility Management***



# JOSS TOTAL WAREHOUSE SOLUTIONS

The last 12 months at JTWS has been one of consolidation.

We now have 5 distinct working divisions – Training, Warehouse, Sales, Service and Refurbishment.

Our Training department now comprises of 2 key elements. The Evolve training consists of an auspice agreement to provide management and administration services to Evolve, who train students in construction. We have built a strong relationship with Evolve and look forward to a fulfilling partnership for many years to come. Our forklift and warehouse courses also continue to thrive. We have a number of new clients, as well as our existing clients, consistently requiring refresher courses that we provide. Training has been an area of focus, and has responded very well and is expanding all the time.

The Warehouse has three key areas: picking/storage/alternate picking. These all continue to grow at a consistent pace. Again, we have some exciting new opportunities for 2017.

We have experienced good enquiry and sales opportunities in 2017. We will be looking to undertake and introduce some key strategies, such as marketing and training for next year. This will help us expand our market share within our primary market area and increase our sales across the board.

Our service department goes from strength to strength. We are now firmly entrenched with Visy in Tumut, with the scope for growth at other Visy centres. We have 4 full time service technicians with the potential for that to increase. We have experienced an overwhelmingly positive response to the service we provide and our service division continues to grow.

The refurbishment division now has 4 full time employees. Linde refurbishment continues to be our major core resource, but we have a clear focus of introducing a client list/portfolio (as per our initial workshop plan) that will allow this area to prosper.

***Paul Spargo***  
***General Manager***  
***Joss Total Warehouse Solutions***





# JOSS CONSTRUCTION

2016 has seen Joss Construction successfully deliver projects in Wagga Wagga, Wodonga, Albury, Griffith, Bathurst, Sydney, and Wollongong. Griffith in particular was the focus of numerous projects. At one stage Joss Construction had four projects in Griffith under construction with a combined value of \$40M. These included the \$18M St Vincent's Private Hospital and the \$15M Quest Apartments.

Similar to the previous few years the market has proven to be extremely competitive in 2016, notwithstanding the healthy volume of opportunities.

## HIGHLIGHTS FOR 2016

- Maintaining safe workplaces and a positive safety culture.
- Commencing work on the \$41M Manns Central Shopping Complex.
- Completion of the;
  - \$18M St. Vincent's Private Community Hospital - Griffith
  - \$12M Quest Griffith
  - \$10M Charles Sturt University, School of Engineering Precinct - Bathurst
  - \$7M Wagga Wagga Clinical Services Block
  - \$6M ALDI Griffith
  - \$4M MARS Petcare Single Can Line Expansion - Wodonga

## EXCELLENCE IN CONSTRUCTION AWARDS

2016 saw Joss Construction once again being acknowledged for our success in the delivery of complex and challenging projects and our commitment to the highest quality workmanship.

At the annual Master Builders Excellence in Construction Awards, Joss Construction was recognised for the following project and category:

- Three storey office development, Morgan Street, Wagga Wagga - Excellence in Regional Building Awards, Best Commercial Project over \$10M

In addition, Joss Construction was recognised by MARS Petcare in their 2016 Outstanding Supplier Awards in the category of:

- Optimise & Protect the Supply Chain.

Our success is as a result of the continued professionalism and commitment of our construction team. So, it is with great optimism and confidence that we look forward to another successful year in 2017.

**Martin Reid**  
**General Manager**  
**Joss Construction**

L to R: Excellence in Regional Building Awards-Best Commercial Project over \$10M, Optimise & Protect the Supply Chain





## ROADS & MARITIME SERVICE

The fitout of the MBA award winning Morgan St Commercial Development saw levels 2 and 3 transformed from open floor plans into a fully function Roads & Maritime Service (RMS) Office.

Meeting rooms and facilities are located in centre of both floors, which has been architecturally designed in a wave like shape and divides each floor in two. High quality audio visual equipment is installed into offices and meeting rooms.

Due to the extremely tight program, a high level of organisation was required. This ensured all lead times were met and resources were available when and as required.

The scope involved re working the mechanical system to comply with requirements and a high quality of workmanship to see high end joinery throughout. At its' peak the project saw 110 subcontractors on site. The project was handed over ahead of time and to the complete satisfaction of Roads & Maritime Service.



Roads & Maritime Service, Wagga Wagga

## QUEST GRIFFITH

Completed in November 2016, The Quest Griffith development comprises a 68 room Quest Serviced Apartments located in Griffith's dress circle.

Built to specific Quest Service Apartment design brief, the apartments comprise 1, 2 and 3 bedrooms over 4 levels including on grade carparking, reception, meeting and conference rooms, gym facility and outdoor BBQ area.

Predominately precast construction, the building boasts a contemporary looking sandwich panel butterfly roof, balconies and sunshades to provide articulation and aesthetic appeal to the facade.

Remarkably, construction was completed within 9 months of earthworks commencing. The facility is now fully operational and the franchisee is thrilled with the results.



# JOSS CONSTRUCTION

## SCHOOL OF ENGINEERING PRECINCT AT CHARLES STURT UNIVERSITY BATHURST CAMPUS

The development comprised of the rebirth and adaptive reuse of an existing maintenance shed to create the new School of Engineering Precinct at Charles Sturt University's Bathurst Campus.

The design team focused on the unique qualities of the site by utilising the surrounding bushland and capturing the spectacular view of the Mount Panorama race circuit. A key feature of this project is the ability to provide an inviting, interactive, modern and flexible facility for both teaching and industry participation.

The 2 storey, 2100m<sup>2</sup> building incorporates a front entrance foyer, student collaboration area, 5 laboratories, storage, lift, courtyard, 4 meeting rooms, 3 quiet rooms, terrace and engineering lounge. The building design has been based on the honeycomb learning principle, which is reflected throughout the building in hexagonal shapes.

The facility incorporates first class finishes with high end audio visual technology throughout and was designed to push the latest technology in providing innovative building monitoring ideas.

The project was completed on time and ahead of budget.



School of Engineering  
Precinct at Charles  
Sturt University's  
Bathurst Campus

# JOSS MANAGEMENT SYSTEMS

During the past 12 months, Joss Group has maintained a continued focus on the safety, health and wellbeing of employees, contractors, visitors and the public. This effort is reflected in the positive results and feedback achieved during the external audits conducted throughout the year including those conducted by the Office of the Federal Safety Commissioner, NSW Public Works, NSW Health Infrastructure and the ACT Government's Shared Services Procurement.

Most significant from these results was the recognition of our continued high levels of compliance and subsequent classification of Joss as a 'low risk' contractor by the Office of the Federal Safety Commissioner. This result supported our recent accreditation renewal and Joss was re-accredited into the Federal Government Building and Construction Work Health and Safety (WHS) Accreditation Scheme until August 2022.

Joss' contribution to the health and safety of workers was further acknowledged when asked to contribute to the development of SafeWork NSW's WHS Roadmap for 2022 and a personal invitation was extended to the unveiling by the Minister for Innovation and Better Regulation earlier this year.

2016 also saw an increase in the resources dedicated to the implementation of the Company's management systems in response to the award of the NSW Land and Housing Corporation Asset Maintenance Services (LAHC) Contract and steady growth of the other Divisions. These personnel have demonstrated their industry experience and skills and have quickly developed a thorough understanding of Joss' policies and procedures.

Some of the more significant tasks undertaken or implemented by the Systems Team this year include the development, implementation and training of all LAHC staff and subcontractors in the requirements of the Management systems controlling the NSW LAHC Contract, training of all staff in the Globally Harmonised System of Chemical Classification and Labelling (GHS), the systematic review of all cleaning products and procedures, 'one on one' mentoring of all cleaning supervisors and a significant volume of training and refresher training.

The Consultation Committee, comprising of elected health and safety representatives, should be recognised for the efforts and contribution to the ongoing implementation and continued development of our systems. Their dedication and effort in representing their workgroups is evident in the success of committee and absence of ongoing issues and disputes.

The Company Directors and Division Managers recognise the importance of our management systems to the ongoing success of the Joss Group, and the resources they dedicate to their implementation and development is significant. With the help of all our workers, this investment will continue to make Joss not only a fantastic Company to work for, but one that continues to grow and prosper in 2017.

**Jeff White**  
**Systems Manager**  
**Joss Group**

## JOSS INJURY MANAGEMENT

Our Injury Management Department's focus on the provision of support for our injured employees has again resulted in some successful achievements. The number of claims has been reduced by 16% compared to the previous 12 months and there has been a reduction in the financial cost of Workers Compensation to the Company. These results reflect the strong relationship between the Injury Management Team and key stakeholders in the provision of support and services in ensuring our employees are returned back to pre-injury duties.

A focus on early intervention and return to work has resulted in a decline in both the number of days lost for injuries and duration of individual claims.

The continued emphasis on early reporting of incidents has continued and has had a positive outcome on the overall results by enabling early identification of potential injuries and implementation of strategies to reduce the risk of injury.

The Injury Management Department's commitment to both health, safety, early intervention and rehabilitation embraces the Joss philosophy to protect and care for the welfare of all employees.

**Fleur Thompson**  
**Injury Department Manager**  
**Joss Group**



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