



Bettering Lives Everyday

For both the people we serve and
the communities we operate in

RESTAURANT
ASSOCIATES

Eurest



Provisions

Every day across Australia, we touch the lives of millions of people through our services, programs, and partnerships. As such, we are committed to setting the highest standards for responsible business practises and want to ensure our business decisions are ethical and reflect not only our values, but the values of our clients.

Through our culture of continuous improvement and global learnings, Compass Group Australia (CGA) and our operating brands are industry leaders in the sustainability and Inclusion and Diversity space. Regardless of whether we are providing food, hospitality services or facilities management services, the programs and partnerships outlined in this book are present.





Our Purpose

Today and tomorrow, we serve a better future by enriching people, communities and our planet.

We take great pride in the services we provide. Regardless of whether we are making someone smile as they take their first sip of coffee in the morning, putting the finishing touches on a resident's room, or designing a bespoke corporate event. It is our responsibility to do good, for our clients, for the communities in which we work, for the environment and for our people. Our Purpose drives everything we do. To ensure we deliver excellence now and in the future, we:



believe everyone should be seen and nourished as a whole person. Our people are at the heart of everything we do. Their dedication underpins our service excellence and allows us to deliver positive experiences for our clients.



take the time to understand what people value most. Each client, their needs and culture are unique and require bespoke, innovative solutions.



believe that to positively impact a community, we must respect what makes it individual. You can trust us to put the time and effort into caring for and giving back to the local communities in which we operate.



recognise that a positive change for our planet's future starts with better choices today. We ensure our clients feel confident about partnering with a company that prioritises environmentally friendly practices and supports responsible supply chains.



CLICK HERE to watch our full Our Purpose video - serving a better future





Our Suite of Services

Food, Hospitality and Facilities
Management in the Business &
Industry Sector



This is an interactive document. This icon indicates clickable elements.



Food & Hospitality Services

At our core, we are hospitality.

Across the country and across our portfolio of industries and clients we specialise in services that deliver great experiences for our client and customers. From remote villages in WA, hospitals and senior living facilities, schools, corporate offices, or premium tourism venues, we are the people behind the food, hospitality, and support services.

Underpinning the delivery of these services is our approach to health and wellness, our social procurement and ethical sourcing strategies.

Check out our suite of services that has been developed to meet the dynamics needs of the B&I sector comprising of the corporate, industrial, manufacturing, healthcare retail sectors we provide a range of services





Cafés & Retail

Delivering memorable experiences regardless of whether you are ordering a coffee at one of our high street cafes or grabbing a quick bite on the go from a retail outlet. With supporting programs to drive engagement such as pop-up culinary concepts, sustainable programs and menus aligned to local and global trends we have a solution for any environment.



Design & Outfitting

We have specialists and dedicated partners who can transform spaces to suit any experience. From redesigning and outfitting office kitchenettes to full café design and outfitting.



Office Snacking

Developing solutions for employee engagement that can be as simple as a bowl of fruit and great coffee, through to full pantry services management with the widest range of snacking and products available outside a grocery store and the support services to deliver it.



Hampers and Snack Boxes

We know not everyone works in the office anymore and to celebrate this trend we have developed a range of hampers and snack boxes that can be delivered to individuals or for groups regardless of where they work!

Check out www.provisioneveryday.com.au



Functions & Events

Specializing in both delivered and on site prepared catering, we have menus and expert hospitality staff to suit any occasion. Whether a social gathering bringing teams together with a gourmet buffet, a corporate gathering for morning tea or meeting with individual meals, our menus will enhance your experiences. Health, wellness and dietary preferences are also key components to our menu planning so we can be assured we can meet the preferences of any guests.



Boardroom & Executive Dining

From canapes functions to fine dining dinners and executive boardroom catering services, our expert teams of hospitality staff and chefs can deliver bespoke menus tailored to your needs and your guest profiles.



Micro Markets & Vending

Bring the convenience of the local shops right into your office. Micro markets are self-contained retail outlets that offer staff and guests the ability to grab snacks, meals, drinks, coffee etc on the go. They are self-contained meaning they don't require staff onsite to run and offer self-checkout systems for contactless services.

Some benefits and features include:



24/7 Access

Working early, overnight, or peckish in the afternoon, our micro markets always have something ready to go.



Grab & Go

Save time with grab and go meal solutions that are ready to heat and eat.



Modular

Build with modular units, we can design a micro market that fits any space perfectly with a product range to match



Coffee to go

Grab a barista-style coffee in minutes with the convenience of a bean to cup coffee machine



Health & Wellness

Balance convenience with feel good foods as our ranges are nutritionally considered offering variety to suit any needs.



Customizable

With a variety of styles the modular units can be designed to match your existing spaces so it fits right in.





Experiential Programs

Learn to cook something new, master the art of zero food waste and have your teams engage directly with our culinary leads across the business. We have developed a series of virtual cooking experiences, menu tastings and more designed to foster collaboration, team engagement and creativity.



Experience Partnerships

Have a local business your team loves? We can work with them to bring in specialty staff experiences like Mr.Whippy Day, or a donut wall from the local baker.



Reception & Concierge Services

Let us help streamline and elevate your employee experience from the moment they arrive, to when they leave at the end of the day. Our teams integrate perfectly with yours to create a one-team approach so you can feel confident we will share and promote your values, goals and requirements.

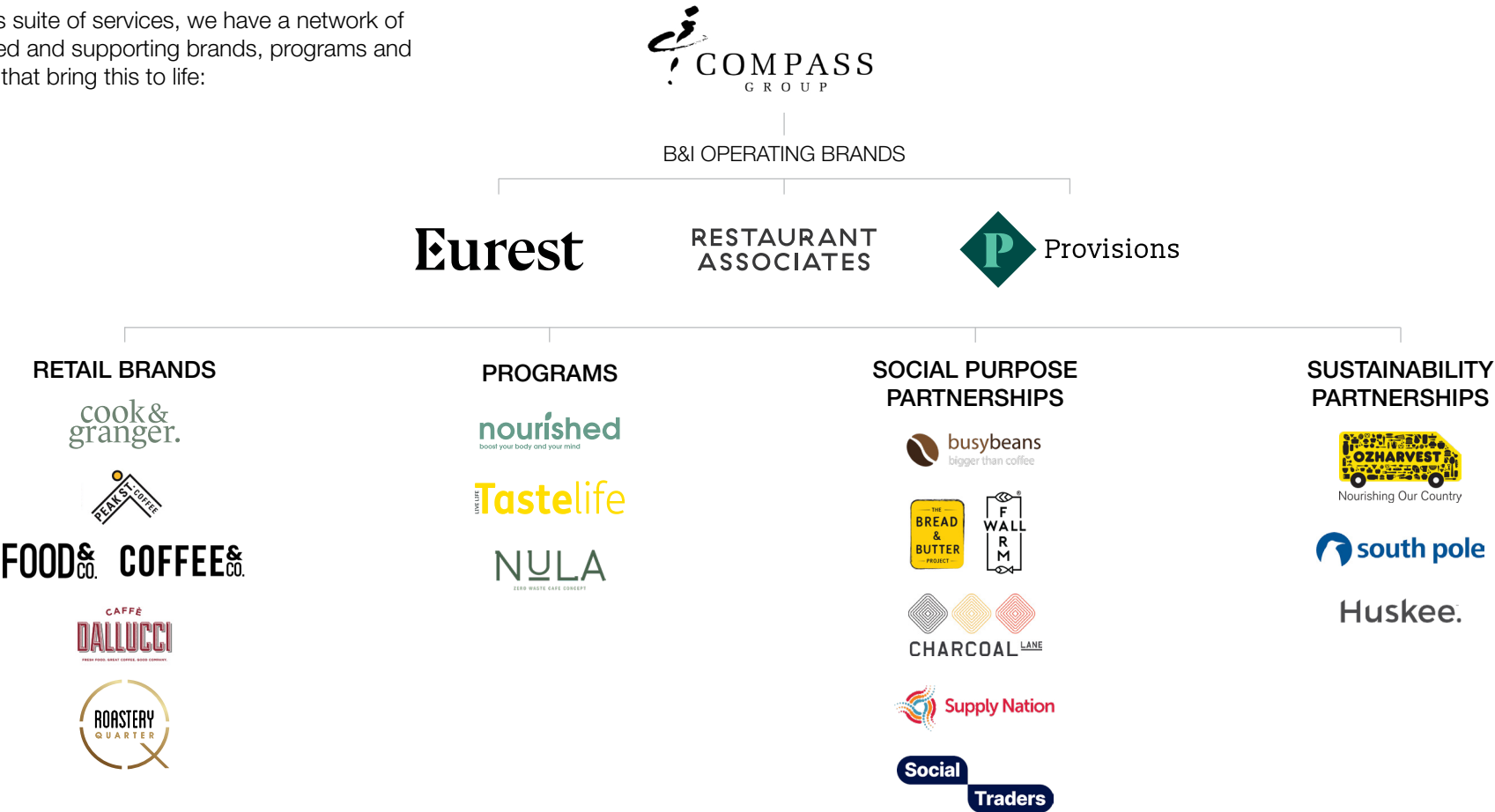


Cleaning

With facilities services as a key component of our support services, we can provide expert cleaning services leaning on our experience of everything from hospitals to offices to remote villages. Supported by our global SafeSphere™ program which was designed in response to elevated COVID clean standards of practise.



To deliver this suite of services, we have a network of interconnected and supporting brands, programs and partnerships that bring this to life:





Facilities Management Services

With more than 25 years' experience providing facilities management services across Australia, we have the specialist teams and partners to deliver a full range of hard and soft FM services. Our services are supported by our Computer Aided Facility Management (CAFM) software, Pronto Xi, which we have customised and configured to meet the complex requirements of managing hard and soft services across multi-location contracts. This system uses leading enterprise and business intelligence tools and infrastructure that provides a comprehensive suite of monitoring and reporting solutions within a modular structure that incorporates robust, fully aligned functionality across: asset and facilities management, financial management, help desk functionality and subcontractor and supplier management.

Across hard FM services we both self-deliver and operate with subcontractor partners to provide:

- Electrical
- Fire
- Hydraulic
- Project Management
- HVAC
- Mechanical
- Carpentry
- Safety Systems
- Building Management Systems
- Planning and Scheduling





Cleaning

Across hundreds of sites nationally, cleaning services are delivered in a range of environments from hospitals to offices to hotels and industrial facilities. Driven by best practice process and detailed, customised cleaning schedules we achieve optimum standards of cleanliness and operational efficiency. We proudly use iClean, a digital technology that schedules cleans in real time to drive efficiency and labour optimisation and is further supported by our suite of innovative technologies.





Security Services

Risk environment and threat assessments, ongoing measurement of security controls and identification of additional security treatments/measures we maintain desired level of risk management. Delivered with both in house and trusted subcontractor solutions.



Fire Services

Part of our broader IFM services, we partner with licensed fire testing and services providers to deliver regulation testing and inspections to meet industry regulation and safety standards. Supporting these services, we also employ trained electricians to deliver fire service repairs and standard services such as smoke detector replacements.



Grounds & Garden Maintenance

Grounds and gardens are maintained in a way that always facilitates the effective and safe operation of facilities, maintaining a visually attractive landscape that delivers the right functional and emotional environment complimentary to your desired usage.



Waste Management

Working cohesively, we deliver waste management services with both our service staff and our trusted disposal subcontractors to provide high quality, standards compliant and responsive waste management and disposal services. We build customised Waste Management Services Plans which offer our clients trust in our service delivery capability including comprehensive training, signage development, and efficient and unobtrusive movement of waste. Waste management is a key sustainability focus for us and as part of our broader scope of services we aim to minimise waste and establish rigorous recycling programs where possible.



Pest Control

Driven by our commitment to delivering pest free facilities that provide all clients, staff, visitors, and guests the confidence in the hygienic standards of the environments we manage. We partner with specialist, market leading subcontractors with proven pest control expertise in the delivery of our IFM services.



Linen & Laundry

Efficient and quality linen services will always have a positive impact on experiences creating that sensation of home away from home, a little luxury and a clean inviting environment. We self-deliver and partner with specialist partners to provide quality, seamless operations across your facilities. Sustainability is a key consideration in our linen services to deliver water and energy efficiency, minimise use of plastic and non-recyclable material and linen recycling at the end of its useful life.



Help Desk & Reception Services

A familiar face & responsive support is the result of customer service excellence trained teams to deliver integrated 24/7 service desk solutions. Led by passionate teams, we offer your staff, guests and visitors the accessibility of support services they need via online, email, phone and in person.



Accommodation Management

Proudly offering a robust history of village and accommodation management services across Australia to ensure the successful operation and upkeep of staff and guest facilities and services inclusive of all operating procedures, reporting and compliance activities.



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