

Your asset management partner



***“At Downer, our
customers are at
the heart of everything
we do.”***





About us

Downer designs, builds and sustains assets, infrastructure and facilities and we are the leading provider of integrated services in Australia and New Zealand.

We work closely with our customers to help them succeed, using world-leading insights and solutions.

With a history dating back over 150 years, Downer is listed on the Australian Securities Exchange and New Zealand Stock Exchange as Downer EDI Limited (DOW). We are an ASX 100 company that also owns 88 per cent of Spotless Group Holdings Limited (SPO).

Downer Group employs approximately 53,000 people across more than 300 sites, primarily in Australia and New Zealand but also in the Asia-Pacific region, South America and Africa.

Our expertise

Downer is a leader in asset management across Australia and New Zealand, servicing customers in markets including Transportation, Infrastructure, Mining, Energy and Industrial Engineering, Utilities, Communications and Facilities.

We have many long-term asset and data intensive projects being managed by our experienced teams on the ground who understand our customers' assets.

We also understand that many of our customers are under increasing pressure to get more out of their assets. They need to manage financial constraints, forecast lifetime costs, limit unnecessary maintenance and future-proof their assets. More than ever, they need intelligent partners who can provide data-driven solutions to enable their assets to optimise business objectives.

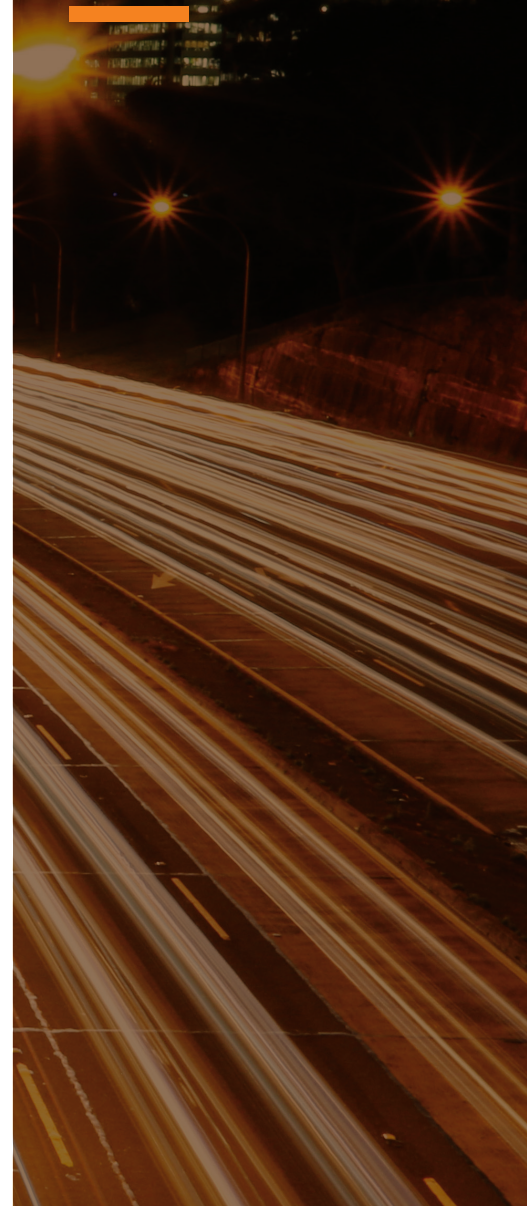
Downer's Asset and Data Management Office (ADMO) promotes best practice and continuous improvement in asset management and data analytics to improve lifecycle management, reliability, return on capital and deliver better outcomes for our customers.

We provide innovative solutions to fit our customers' business needs and maximise the returns from their assets.





“We provide innovative solutions to fit your business needs and maximise the returns from your assets.”



“Downer is committed to ensuring our group business systems are aligned to ISO 55001 – the global best practice framework for asset management.”





Achieving global best practice in asset management

In January 2014, the International Organisation for Standardisation (ISO) released a global management standard for asset management – ISO 55001.

ISO 55001 sets the benchmark for best practice asset management, and Downer is committed to ensuring our group business systems are aligned to this standard.

In July 2015, Downer was the first organisation to achieve certification to ISO 55001 in Australia and New Zealand, for Utilities Asset Management Services at the Melbourne Cricket Club (MCC) water treatment plant.

Since then, Downer has achieved certification to ISO 55001 across multiple industries, including rolling stock and rail infrastructure, road network management and integrated facilities management.

These certifications help ensure we apply best practice to support our customers through the full lifecycle of their assets – from initial feasibility and design through to production and operations, and eventual decommissioning.

Downer also has a roadmap to achieve additional certifications across the business.

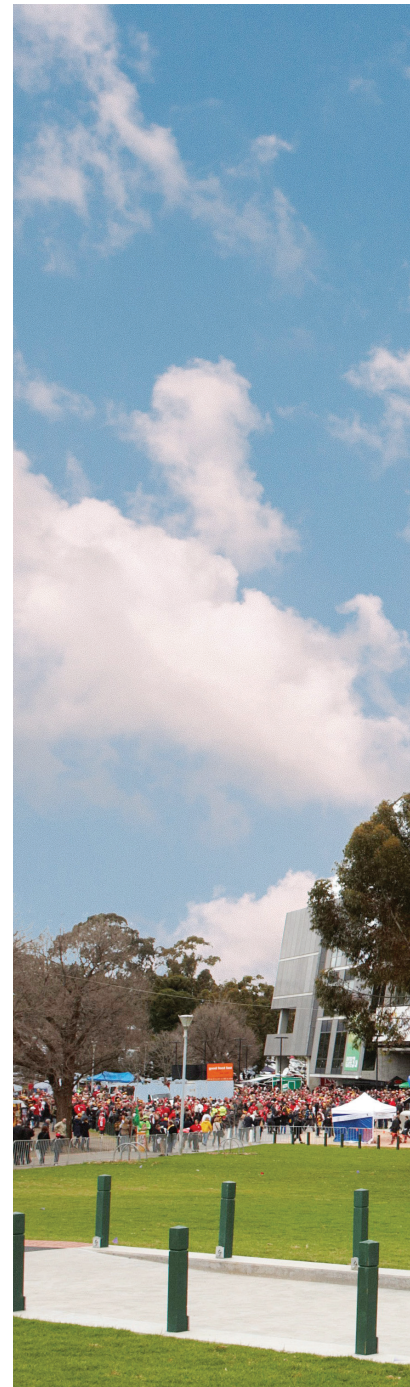
Setting the standard in asset management

Downer and the MCC have set a new benchmark in the achievement and renewal of Australia's first ISO 55001 certification.

Downer designed and implemented the SECURED Asset Management by Downer™ system for the Yarra Park Water Recycling Facility, which achieved Australia's first ISO 55001 certification in 2015.

SECURED Asset Management by Downer™ has helped Yarra Park Water Recycling Facility achieve:

- 47 per cent operational cost saving
- 41 per cent reliability improvement over 36 months
- Approximately 40 per cent reduction in reactive risk to operations work
- 29 per cent reduction in preventative work without an increase in reactive work.





Continuous improvement in asset management

Downer maintains our asset management framework every year through independent surveillance audits, which are carried out to ensure alignment to industry standards and our customers' requirements.

In May, 2018, three years after we first achieved ISO 55001 certification for Utilities Asset Management Services at the MCC's Yarra Park Water Recycling Facility, Downer became the first company to achieve recertification. In 2018, we also achieved certification to ISO 55001 across multiple industries.

- **Rolling stock and rail infrastructure**
For the Sydney Waratah and Waratah Series 2 rolling stock fleet, simulators and rail depot facilities.
- **Road network management**
For our road network asset management system on the North-East Sydney Performance Specified Maintenance Contract (PSMC). This is Australia's first ISO 55001 certification for a road network asset management system applied to a government-owned asset.
- **Integrated facilities management**
For Orange Hospital's asset management services and facility management – the first hospital in Australia to achieve this certification.

In addition to these certifications, Downer also has a detailed roadmap for aligning the business to ISO 55001 certification standards.

Downer's Asset and Data Management Office (ADMO)

Our ADMO Council is a highly-knowledgeable, engaged, influential and collaborative group of asset management experts.

The council includes representatives from each of Downer's Divisions – Mining, Energy and Industrial (MEI), Transport and Infrastructure (T&I), Spotless and New Zealand – who meet monthly to collaborate and share ideas and initiatives from across the business.

The council leverages Downer's scope of operations to capture ideas and initiatives from the broad range of industries we operate in, which ensures we offer best practice solutions to our customers.





Sharpening our focus on asset management

Downer has introduced a series of focus groups to ensure we stay at the forefront of asset management.

These groups will explore new trends, promote collaboration and ensure an asset management culture is embedded across Downer.

Asset management thought leadership

This focus group brings Downer closer to our customers by articulating our competitive advantage in asset management, data analytics, innovation and emerging technologies.

It is developing detailed asset management case studies to share world-class insights and solutions with our customers, ensuring their assets return optimised value over their lifecycle.

Asset management framework

Developing and implementing a Group-wide asset management framework, as well as maturity assessments to align contracts and internal assets to the requirements of ISO 55001.

This focus group conducts asset management health checks, implements performance metrics and provides advice on internal processes to improve the asset management capability across the Downer Group.

Collaboration and learning

This group promotes collaboration and knowledge sharing among asset management experts from across the business. It is responsible for implementing asset management and data analytics learning programs, which will be supported by communities of practice and specialist support.

The group will ensure asset management is part of the 'Downer DNA' and integrated into our decision making, from leaders through to operators.

Data, innovation and technology

Technology and leading-edge analytics are redefining asset management thinking, approaches and results.

Customers look to us to provide data analytics of their assets and operations to not only meet their needs today, but also predict their needs in the future.

This group helps Downer strengthen our position as a leader in asset management by identifying and supporting key data and technology 'proof of value' trials.

It will explore new trends and ensure best practice processes, data standardisation and analytics are adopted across Downer.

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