



# WARATAH GROUP SERVICES

Capability Statement







# Company Overview

**At WGS, We're Proud to Care for Your Property.** We provide our clients across government and the private sector with a professional, high quality and responsive service at all times with Landscape Maintenance, Arboriculture, Tree Planting, Landscape Construction and Cleaning Services. Our qualified and experienced in house team of professional Horticulturists, Level 5 Arborists, Green Keepers, Nursery, Parks & Garden and Cleaning staff maintain and care for properties right across Greater Sydney.

At WGS we have a team of experts, and the resources, systems, accreditations, and equipment that enable us to deliver environmentally responsible, consistently high-quality and site-specific services. Beyond our 27 plus years of experience in caring for property, we work closely with our clients to give back to the community and achieve social and community outcomes.

Our operating ethos is 'smart service, great people'. We look for efficient solutions to produce cost-effective outcomes and have a strong focus on building strong, long-term relationships with all stakeholders including our clients. Our team is efficient, friendly and reliable.

*Above all, we take pride in caring for your property – and that's the secret to our success.*



## OUR VALUES

### RESPONSIVE AND COLLABORATIVE

At WGS we take the time to establish our clients' needs and gain an understanding of the site and its logistical and environmental requirements. By assessing the needs of our clients, project stakeholders and the wider community, we can create a program of works that benefits all parties, and adds value to your property. We get things right the first time, through efficient, cost-effective service delivery.

### TRUSTED

Central to developing strong client relationships is maintaining access to the senior management team. As a local company staffed by 100% in-house labour, our team is always on hand with detailed project knowledge to provide advice or rectify any issues as soon as possible.

### THOROUGH

Our successful track record is built on a framework involving planning, structuring our approach and meeting with and reporting to our clients. Working through these steps methodically and consultatively, we support our clients and the environment with our wide-ranging horticultural expertise. Through our performance reporting framework, we drive the continuous improvement of our services and outcomes.

### CARING AND PROUD

We care for the environment and implement ongoing, proactive structures to remain in line with best practice sustainability guidelines. We are proud to be part of programs in the communities in which we operate including jobs initiatives and community tree planting projects. At WGS we pride ourselves on developing future leaders, so apprenticeships and traineeships are important to us.

# ESG

WGS is deeply committed to ESG (Environmental, Social, and Governance) principles and has been dedicated to their implementation for many years. Our active participation in local community initiatives reflects our firm commitment to making a positive impact, including:

1. 5 million trees in Greater Sydney scheme
2. Utilising battery-powered equipment for sustainability
3. Supporting Indigenous education and employment

4. Contributing to a circular economy by collecting, recycling, and reusing landscaping products
5. Harnessing solar power and adopting bore water usage for eco-friendly operations

To continually raise the bar and strengthen our enduring partnerships, WGS has set rigorous ESG targets, demonstrating our unwavering organisational commitment to sustainability. For a comprehensive overview of these targets, please get in touch with us for access to WGS' detailed ESG policy.



## Environmental

### Emissions reduction:

*Our best focus efforts are on our direct and indirect emissions. We are doing this by:*

Switching to electric & hybrid vehicles and equipment

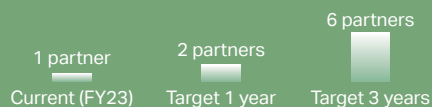


Transition to battery-pack operated leaf blowers and chainsaws



### Air particle pollution reduction:

Activate multiple annual tree-planting activities with partner organisations



### Sustainable procurement:

15% of products sourced within Australia



## Social

### Living Wage:

*Continued promise that 100% of our staff receive remuneration above National Employment Standards and their relevant award rates (Gardening and Landscaping Award 2010, Horticultural Award 2010, Clerical Award 2020).*

### Diversity, inclusion & EEO:

EEO Policy reviewed and updated

Staff have undertaken regular training and development in diversity and inclusion

Current makeup of cultural diversity  
Employees identifying as indigenous

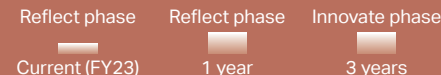


Employees identifying as women



### Reconciliation Action Plan (RAP):

WGS is currently scoping and developing relationships with Aboriginal and Torres Strait Island stakeholders, building our vision for reconciliation, and exploring our sphere of influence.



### Responsible sourcing:

Currently reviewing existing suppliers and analysing supply chain intending to develop a formal policy.

The target is to incorporate more indigenous businesses into our supply chain.

Training and reskilling opportunities:  
Employ apprentices and trainees



## Governance

### Company structure and operations oversight:

Currently reviewing central principles of business operations.

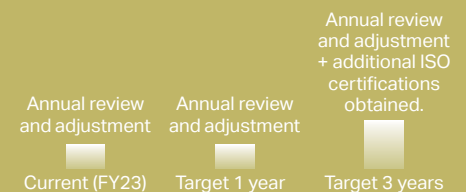
### Management Team:

Conduct a review of the management team and adjust roles and responsibilities as relevant



### Certifications

ISO Certification requirements – monitor adherence to ISO 9001, ISO 14001, ISO 45001





# Landscape Maintenance

Our grounds maintenance services encompass a wide variety of horticultural needs. With our team comprised of horticultural professionals with experience in all facets of the industry we are well placed to provide the tailored service you require. In delivering our garden and turf maintenance services we are proud to care for your property as though it were our own.

## GARDENING

- ▮ Pruning of plants for shape, flowering & growth
- ▮ Weed management programs
- ▮ Pest & disease control programs
- ▮ Creating & implementing fertiliser programs to suit any situation
- ▮ Soil improvements & composting
- ▮ Mulching
- ▮ Planting works of both small & mature plant stock
- ▮ Transplanting

## TURF CARE

- ▮ Mowing & edging of any sized lawns
- ▮ Sports field maintenance & preparation
- ▮ Broad acre mowing
- ▮ Creating & implementing fertiliser programs to suit any situation
- ▮ Creating & implementing selective herbicide programs
- ▮ Slashing
- ▮ Coring & aerating
- ▮ Top dressing
- ▮ Returfing small or large surfaces







# Tree Planting

As experienced Landscaping and Arborist Services providers, WGS are keen supporters of trees in our landscapes. We take pride in supporting local councils and communities as they embark on tree planting initiatives to enhance the tree canopy in Sydney. Our involvement in numerous Council tree planting projects including the 3K trees initiative with Sutherland Shire Council and Plant Ark's National Tree Day reflects our commitment to a methodical and results-oriented approach. As well as planting the trees, we spend a lot of time focusing on their maintenance, as through proper watering, these trees will become assets for our clients for years to come.

Our services go beyond tree planting; we actively select native species tailored to each location, ensuring they fulfil their role in urban landscape enhancement.

## OUR TREE PLANTING SERVICES INCLUDE

- ▶ Tree planting
- ▶ Project assessment
- ▶ Tree selection
- ▶ Establishment Program
- ▶ Location selection





# Arboriculture Services

WGS' dedicated tree management team has been delivering specialised arboricultural services for over ten years. Over this time we have retained good long term relationships with many of our clients, attesting to our customer and relationship focused approach to business. We have depth of experience and knowledge in our staff: the tree division operations manager is a veteran AQF5 arborist and we have highly skilled tree climbers and machinery operators. We are also equipped with a full suite of tree industry machinery including elevated work platforms (EWPs), wood-chippers, stump-grinders, excavators, loaders and cranes.

## OUR TREE MANAGEMENT SERVICES INCLUDE

- ▶ With our depth of experience, customer focus, great staff and modern equipment, our tree management team is capable of providing a very broad range of amenity tree services from small tree formative pruning, to large complex tree removals.
- ▶ The list of services we can provide includes:
  - ▶ Directional, selective and formative pruning
  - ▶ Removal of dead fronds and seed pods from palms
  - ▶ Dead-Wooding for hazard reduction
  - ▶ Complete tree removals using climber, EWP or crane
  - ▶ Work on hazardous sites and negotiating difficult access requirements
  - ▶ Stump-Grinding
  - ▶ Tree assessments, consultancy and report production
  - ▶ Council applications







# Landscape Construction

Our Landscape Construction team is experienced in working with Government Departments, strata communities, commercial sites and large estates. We provide high-quality, on-time delivery of landscaping elements. Our professional approach to meeting deadlines and milestones, facilitates timely and efficient project completion.

## OUR LANDSCAPE CONSTRUCTION TEAM IS RESPONSIBLE FOR:

- Complete landscape construction
- Interpreting architectural plans
- Excavation
- Concreting
- Paving
- Retaining walls
- Pergolas
- Fencing
- Water features
- Garden beds
- Turf areas
- Planting
- Mulching
- Timber decks and screens
- Advanced tree installation & establishment





# Industrial and Commercial Cleaning

At WGS we're proud to provide Industrial and Commercial Cleaning Services, caring for properties right across Sydney. Our highly professional team are dedicated to delivering a consistently high standard with exceptional customer service across every site.

Upon commencement of a new contract we provide extra supervision during the initial 3 months to ensure a seamless transition and best in class service. On an ongoing basis our management team provide supervision and communication, meeting with staff and site management to ensure we over-deliver across all of your properties through Standard Cleans and Deep Cleans.

## STANDARD CLEAN

We provide a professional clean to a consistently high standard, removing grime, dust, cobwebs and mess across common areas as well as utility spaces. Our experienced team use professional equipment and safe, commercial grade cleaning and disinfectant products to thoroughly clean sites right across Sydney, ensuring spaces are always well presented for your clients, their visitors, staff and guests.

## DEEP CLEAN

At WGS we also provide Deep Cleans, caring for your property as if it was our own. Designed to restore common areas, staff and visitor's spaces to a pristine condition after a client change, viral outbreak, or specific incident. Our specialist cleaning team works to best practice deep cleaning standards to ensure your property is hygienic, safe and clean.





# Our Team

Led by Founder and CEO Geoff Timpson, WGS employs a team of more than 100 professional qualified horticulturalists, arborists, greenkeepers, bush regenerators, landscape tradespeople, cleaners and trained field staff. From our Senior Management team to Apprentices, every member of the WGS team brings their own invaluable experience, knowledge, skills and qualifications to their role.

With a strong focus on availability and transparency, we provide full-time, on-site supervision and project management for all our services. Central to developing strong client relationships is maintaining access to the senior management team. As a local company staffed by 100% in-house labour - we do not engage the services of subcontractors or labour hire companies. As a result, you can be sure that we'll be there to answer your questions and provide advice.

At WGS, we understand that you are giving us access to your property, and we place the highest priority on ensuring its safety and security. Every member of our team has passed rigorous police checks and will be professionally presented, in uniform, at all times.

## WORK HEALTH AND SAFETY

As part of our commitment to safety, we have developed a program of Work Health and Safety (WHS) activities. These programs include training and education, workplace design and standard procedures, safety rules and disciplinary procedures, work method statements and provisions for change, and workplace inspections. We provide all WHS equipment, as well as Material Safety Data Sheets (MSDS) for chemicals used. In addition, we have in place mechanisms for reporting and recording any incidents, injuries or illnesses. To gain an understanding of any site-specific WHS issues, we undertake an initial site inspection, which is attended by all WGS staff assigned to work on the project.

Waratah is CM3 and Conserve certified and has been awarded ISO 9001 Certification for Landscape Maintenance (including Cleaning), Landscape Construction and Arboriculture Services. We're also ISO 14001 in recognition of our effective environmental management systems and ISO 45001 accredited in OH&S.



“Proud to care for your property”





# Recent Works

WGS is an Australian-owned company which has been meeting and exceeding our client's expectations for over 25 years. We have provided Landscape Maintenance, Tree Planting, Arboriculture Services, Construction and Cleaning experience to thousands of clients across diverse sectors. Waratah Group Services has a range of ongoing public and private sector contracts, summarised below.

## LANDSCAPE MAINTENANCE

**Sutherland Shire Council** – 3 dedicated full-time teams, maintaining 750 assets for the council.

**The Australian Botanic Garden (Mt Annan)** – 4 full time staff and full time horticulturalist assisting with detailed garden maintenance throughout the parklands.

**Macquarie Links Estate** – Is a gated community of over 400 homes, WGS have a dedicated team of 4 full-time Greenkeepers, Horticulturalists and apprentices, maintaining over 15 acres of community area parks, gardens and Flora fauna reserves

**Sekisui House Australia - Norman Estates, Gledswood Hills** – 3 full time staff, maintaining the high end turf and garden landscapes within the Greg Norman designed estate at Gledswood Hills.

**ADR Management - Harrington Grove Estate, Harrington Park** – 7 full time staff maintaining 3 high end club facilities, as well as parks and entry statements through the Harrington Grove Precinct. Works include maintenance of pools and hard and soft landscapes.

## ARBORICULTURE SERVICES

**Royal Botanic Gardens** – Expert removal of large defective trees throughout the Royal Botanic Gardens.

**Centennial Parklands** – Implementation of tree pruning program to ensure longevity of key tree specimens throughout parklands.

**Local Government Departments** – Implementing tree pruning and removal programs.

**Inner West Council**

**Canada Bay Council**

**Wentworth Community Housing**

**Defence Housing Australia**

**Strata/Facility Managers**

## TREE PLANTING

**Sutherland Shire Council** – Completion of 3k street tree planting program with included 2 year maintenance service

**Centennial Parklands** – Installation of advanced 2000ltr entry statement tree specimens and 150x 400ltr advanced trees throughout the parklands with included 6 months establishment service

**Canada Bay Council** – Completion of 700 street tree and parkland specimen trees with included 12 month establishment service

**Camden Council** – street tree planting through the council area, and post planting maintenance period.

**Liverpool City Council** – Urban Forest Strategy Tree Planting in Liverpool CBD.

## LANDSCAPE CONSTRUCTION

**Royal Botanic Garden Mt Tomah** – Replacement of bushfire damaged retaining walls and fire trail clearance.

**MJH Multi, Kanahooka** – softscapes and hardscape landscaping for Aged Care facilities.

**Sutherland Shire Council, Bundeena** – renew children's playground.

**Campbelltown City Council, Seddon and Kennet Parks** – softscapes and hardscape landscaping.

**Defence Housing Australia**

**Strata/Facility Managers**





# What our clients say...

*I would have absolutely no hesitation in recommending Waratah Group Services for any future projects.*

Residential Estate Manager

*The key factors to the success of the long term relationship, is the high level of communication and reporting from onsite staff and the WGS Management Team.*

Estate Manager, Macquarie Links Estate

*You have done yourselves proud by sending us professional, outstanding workers to care for this property.*

Community Housing Manager

*WGS have a proven track record of completing works on time and on budget over the past 10 years.*

Project Manager, Government

*We always find all staff members to be proactive and to consider what is best for the long term benefit of the Estate and it's residents. WGS has a flexible attitude towards all aspects of the required works, another key factor to the success of the project is the high communication channels through all aspects of the organisation... we constantly receive compliments on how the estate now looks.*

Estate Manager, Macquarie Links Estate







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