

Introduction to Service Stream PAS Services

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ServiceStream





Acknowledgement of Country

Artwork by Lee-Anne Hall (Bundjalung and Gomeroi/Euahlayi).
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Service Stream shows respect by acknowledging the traditional custodians of the country throughout Australia and their continuing connections to land, water and communities.

We pay our respects to their culture and elders past, present and emerging.

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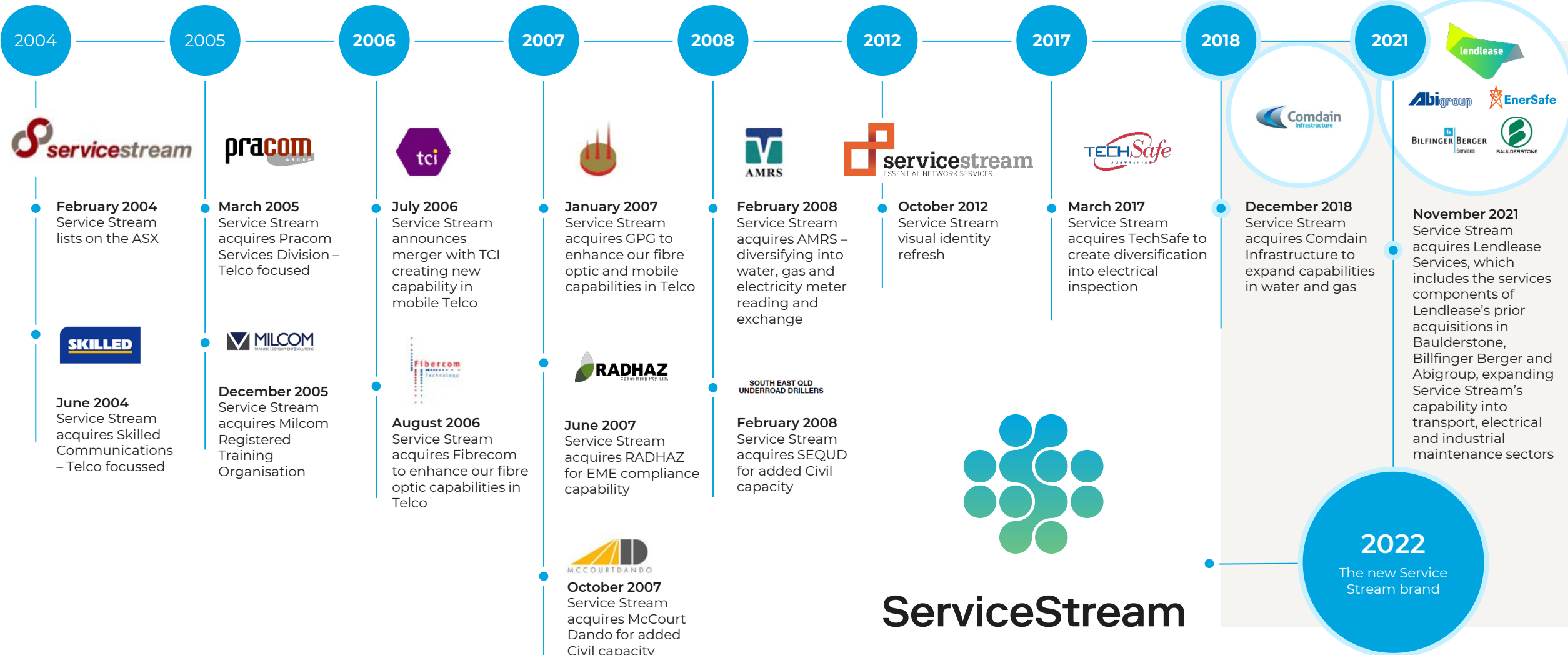
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Evolution of Service Stream

A history of diversification and growth



About Service Stream – Fast Facts



ServiceStream

ASX/S&P

ASX/S&P listed company since 2004



\$2.42 billion

Annual revenue
Full Year FY25



\$7.6 billion

Expanded Work in Hand
at Full Year FY25



55+ million

Property visits per annum



5,200+

Employees



Access to

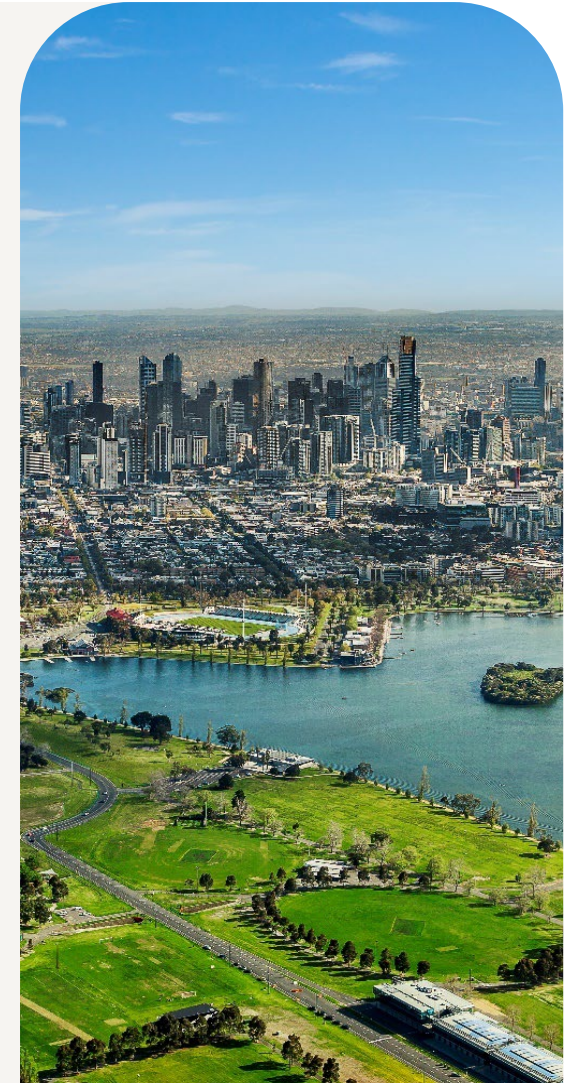
21,000+

Skilled contractors

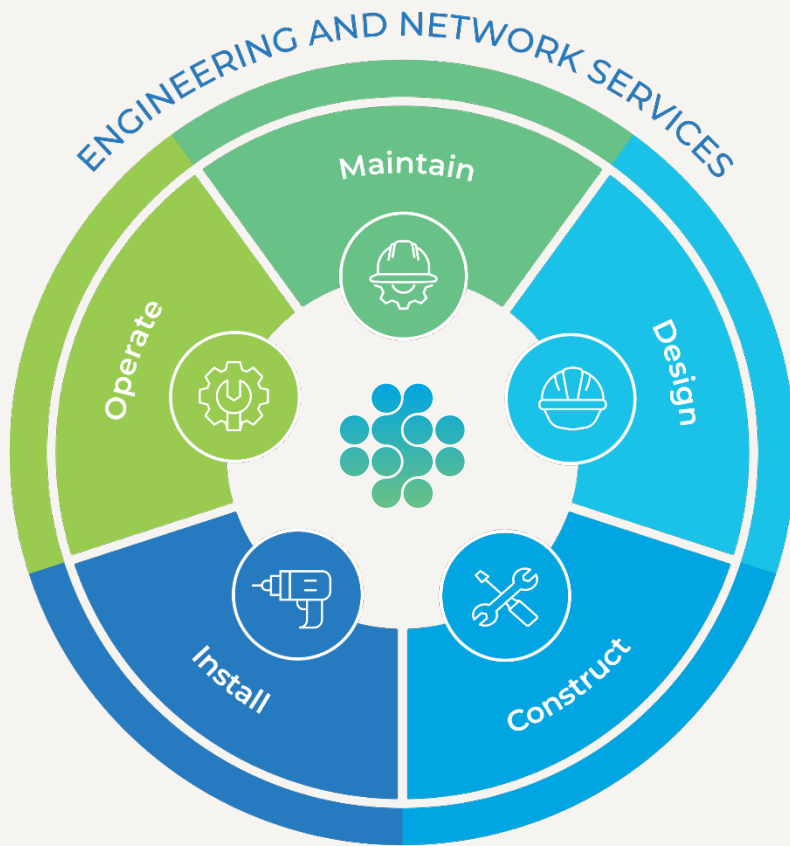


40+ locations

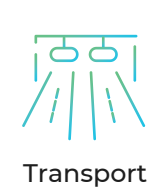
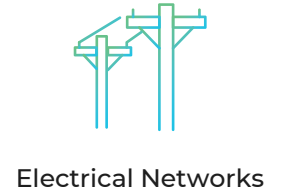
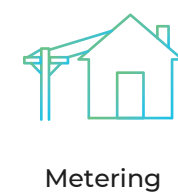
Offices and warehouses nationally



Servicing essential infrastructure networks



Keeping communities
connected to essential
infrastructure networks



Defence and Social Infrastructure

Our recently established Defence and Social Infrastructure Team are exploring significant opportunities to expand Service Stream's current service offerings across adjacent markets.



ServiceStream

Facilities
Maintenance

Asset Management

Land Management

Critical Infrastructure
Management



Defence and Social Infrastructure

Capability Overview



Facilities Maintenance

Reactive, preventative, statutory and breakdown maintenance



Comprehensive facilities management



Asset condition assessment & planning



Minor works projects and construction



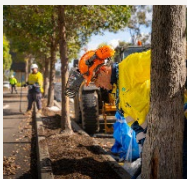
Telecommunications, security and data

Asset Management

Asset condition assessment and planning



24/7 emergency support



Mowing & slashing, streetscape cleaning & street sweeping, gardening & landscape design



Bushfire assessments, reporting & management



Wildlife management, flora species identification & management

Land Management

Mowing, cleaning and sweeping, gardening and landscape design

Environmental Assessments

Bushfire, wildlife and flora



Health and Safety

Service Stream has an industry-leading work health and safety program focused on identifying hazards and managing risk.

- Service Stream maintains and is proud of our strong safety culture with a focus on ensuring the safety of our people, our clients and the community in which we operate every day.
- Service Stream's positive safety performance consistently ranks amongst the leading companies in Australia and is a clear point of differentiation.
- Our safety systems are certified to International and Australian Standards and are accredited by the Office of the Federal Safety Commissioner.

Walk | Talk | Lead | Care

Safety

ISO 9001
AS/NZS 4801
ISO 14001

BUREAU VERITAS
Certification



Award of PAS Contract with Defence

We are proud to become a new Australian Department of Defence partner, offering long-term career opportunities to support the delivery of Property and Asset Services across South Australia and the Northern Territory.

Contract term: 6-year contract, with two options to extend to 10 years.

Contract commencement: 1 February 2026.



Opportunities to partner with Service Stream on the Defence PAS Contract



Service Stream has secured a long-term Base Services Contract with the Australian Department of Defence, delivering Property & Asset Services across South Australia and the Northern Territory.

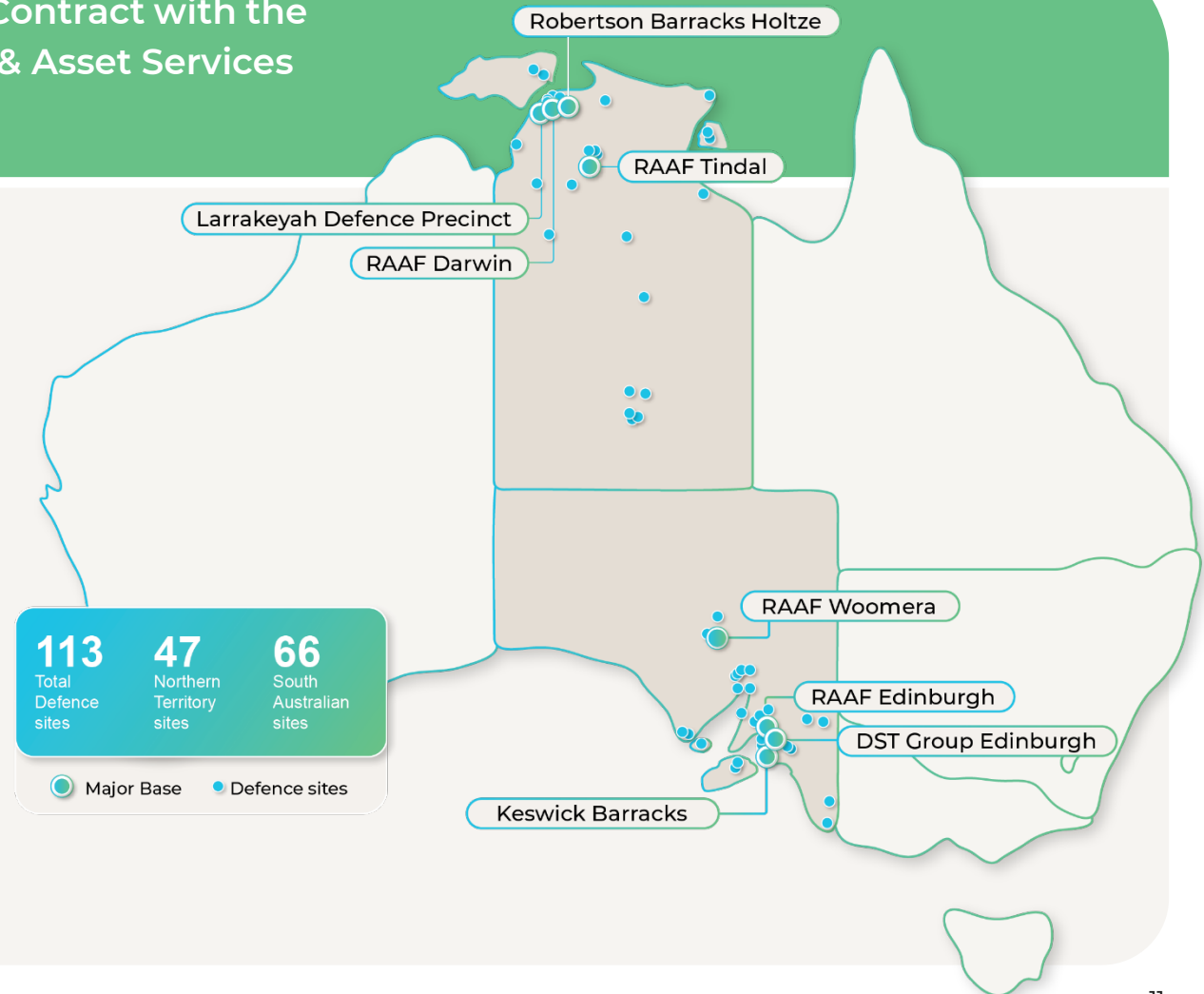
From February 2026, we will provide:

- Estate Upkeep & Facilities Maintenance
- Land Management
- Aerodrome Operations
- Training Area & Range Management

across 113 Defence sites and training facilities, including 8 major bases.

We are seeking subcontractors and suppliers to work with us in delivering this critically important contract.

If you're committed to supporting the assets that enable the Australian Defence Force, opportunities may be available to join us as a partner and be part of this significant opportunity



A New Era in Defence Base Services

The Defence PAS Contract is not “business as usual.”



The new Defence Base Services Contracts, awarded in late 2025, are significantly different from previous arrangements under the Base Services Transformation Program, shifting from PDS (Professional Defence Services) and EMOS (Estate Maintenance and Operation Services) models to a more flexible, outcome-based approach.

Key differences include a focus on sustainability and flexibility to adapt to strategic changes, the integration of smaller and Indigenous contractors to build local capability, an increase in geographical scope for some providers, and an emphasis on innovation and cost-reduction.

The new contracts, which commence in 2026, aim to improve engagement between the Defence workforce and base service providers and ensure services align with community standards.

Key Features:



Modernised contract structure **focused on performance, accountability, and value-for-money.**



Standardised service delivery across regions, ensuring consistency at all Defence sites.



Greater emphasis **on transparency and collaboration** between Defence, prime contractors, and industry partners.



New opportunities for subcontractors and suppliers to **contribute to an improved model** that prioritises **long-term sustainability and efficiency.**



This transformation means working with Service Stream offers **a chance to be part of a redefined Defence services landscape.**



Subcontractors and Suppliers



Service Providers Wanted

Appliances, Catering Equip and Whitegoods	Lift / Kardex	Materials & Hardware	Waste Management
Building Management Systems	Locksmith	Small Plant & Equipment	Aerodrome Services
Compressed Air	Manual Auto Doors	Equipment Hire	Water and Wastewater
Cranes / Lifting equipment	Marine/Wharf	Consultants	Pool Maintenance
Electrical Systems	Medical Assets	Fencing	Test & Tagging
Exercise and Training	Racking Inspections	Carpentry & Handyman	Environmental Services
Fire Systems	Security Systems	Project Management	Civil Works
Fuel/DFI	Security - Armoury Doors	Labour Hire	
Height Safety Systems	Steam/Boiler Systems	Grounds Maintenance	
Hook Arrestor	Target Range Equipment	Ecology – Biosecurity	
HVAC Systems	Water and Wastewater	Pest Control	
Hydraulic Systems	Workshop Services	Bush Fire Mitigation	

Next steps

STEP 01 >



Early Engagement with Service Providers

Building strong, transparent partnerships supports timely Phase-In, cost-effective solutions, and sustainable opportunities for Defence and local businesses.

STEP 02 >



Townhall's and Follow-up Meetings

Upcoming townhalls and follow-up meetings will share updates, answer questions, and strengthen engagement with our partners and stakeholders.

STEP 03 >



RFT's, Pricing and Negotiation

The tendering process for the packages will be issued, and the subsequent Pricing and Negotiation phase will finalise commercial terms, align expectations, and ensure value-for-money outcomes for Defence and our partners.

STEP 04 >



Engage Service Providers

We will engage service providers through early collaboration, open communication, and transparent processes to build strong partnerships and deliver value-driven outcomes.

STEP 05 >



Security Clearance & Compliance

Security clearance and contract compliance will be managed through clear requirements, timely guidance, and ongoing support to ensure all providers meet Defence standards.

STEP 06 >



Onboarding & Training

Onboarding and training will provide clear guidance, tailored support, and practical tools to ensure service providers are well-prepared to deliver from day one.

Frequently Asked Questions



Will subcontractors be engaged under a schedule of rates or fixed-term agreements?

- *Yes, both, depending on complexity and volume of services*

Are there preferred subcontractors already, or is everyone starting on equal footing?

- *Yes, we are looking to engage with new and incumbent subcontractor*

Will subcontractors be required to provide 24/7 response coverage?

- *Yes, scope dependent (Critical Services)*

Are there site-specific inductions or mandatory training?

- *Yes, Service Stream will roll out training as required as part on your on-boarding.*

Will there be a dedicated point of contact for subcontractor queries?

- *Yes*

What is the payment cycle?

- *It will be dependent on size/scale of business, typically payment terms are;*
 - *30 Business days after payment claim*
 - *20 Calendar days after the date of the RCTI*

How long is this contract term?

- *Service Streams contract is for 6 Years, with options to extend.*

Is there an opportunity for subcontractors to expand services across other Defence sites?

- *Yes, Service Stream is keen to engage with Subcontractors on their capabilities.*

Will there be periodic reviews of subcontractor performance?

- *Service Stream will continuously monitor Subcontractor performance.*



ServiceStream

Thank You