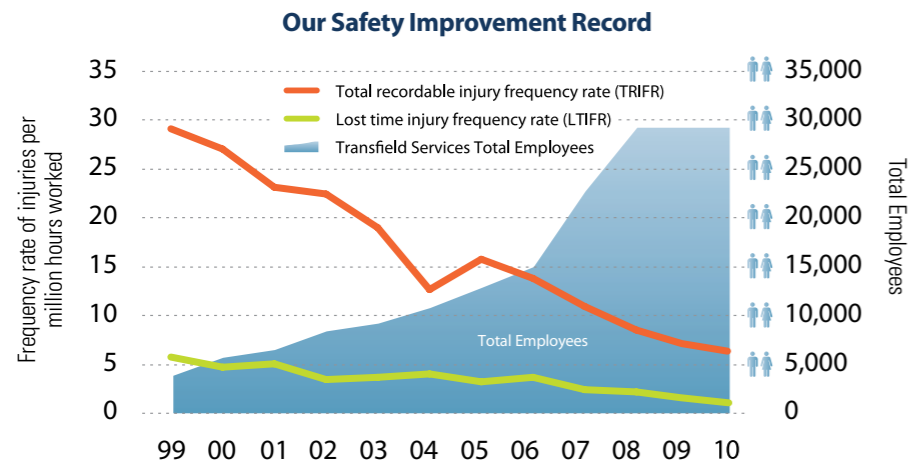


Health, Safety and Environment (HSE)

Ensuring the safety of our people is our highest priority. Our Board's Health Safety and Sustainability Committee includes two non-executive Directors and the Managing Director and Chief Executive Officer. We have various safety programs to ensure we work towards our goal of 'no injuries to anyone, anytime'.



Mandatory Safety Rules

The Transfield Services Mandatory Safety Rules are a set of non-negotiable rules designed to provide a consistent safety framework.

Principal Risk Controls

With Transfield Services operating in a broad range of industries and countries worldwide, our Principal Risk Control program collects learnings and provides a series of standards that form the basis of our operational health and safety management systems.

Close Call Reporting

At all our sites we initiate a definitive philosophy of not only acting safely but also thinking safely. Our close call program means we are pro-active about finding things that could pose a risk, before they actually do.

Young Starters Program

We have initiated a program to ensure young starters know about and act in accordance with our high safety standards. Each young starter is given their own mentor and is taken through our safety requirements, step-by-step.

Toolbox Talks

At Transfield Services we realise the importance of communication to ensure all employees comply with safety standards. Every site regularly holds toolbox meetings as a forum to talk about health, safety and environmental issues specific to their site.

Environment

We have regulations to minimise our environmental impact as well as programs in place to support local environmental issues and the issue of climate change overall.

Transfield Services is a founding member of the Australian Sustainability Industry Research Centre, which aims to produce environmentally friendly technologies and processes that we can implement into our service industries.



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Our Joint Ventures:

- Transfield Worley Services
- Inser Transfield Services S.A.
- Flint Transfield Services
- Transdev TSL
- Sentinar
- Transfield Worley Power Services
- TGE Energy Services
- Transfield Emdad Services
- TransLink Operations
- PPS Partnership
- Transfield Worley Trags
- Transfield Mannai Facilities Management Services
- Transfield Services Mannai Oil and Gas
- Transfield Services Oil and Gas
- Transfield Services WorleyParsons
- Nouvelle Calédonie

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Transfield Services home grown and growing

Transfield Services is an Australian-based company that provides a wide range of world-class services to a diverse range of clients globally.

We have work in hand totalling more than AUD\$10 billion and are publicly listed on the S&P/ASX 100. We have more than 28,000 employees across Australia, New Zealand, the United States, Canada, the United Arab Emirates, Qatar, India, Malaysia, Chile and New Caledonia.

Transfield Services started as Transfield Holdings' Operations and Maintenance division in 1993 at Mobil Altona in Victoria. In 2001, the division was listed on the Australian Securities Exchange as Transfield Services Limited.

The Company was originally part of the Transfield Group, which began in 1956 as Transfield Holdings. Founding Chairman Dr Franco Belgiorno-Nettis (1915 – 2006) fostered a culture based on the highest standards of health and safety, commitment to integrity and motivating employees to strive for excellence.

Transfield Services maintains those high standards that led to its conception and Transfield Holdings remains a major shareholder in the Company.

In June 2007, Transfield Services Infrastructure Fund was floated, comprising of seven former Transfield Services assets. In December 2007, it acquired four wind farms.

What we are about

We provide services to ensure power is on, gas and oil flowing, telecommunications connected, water and transport services are running and a wide range of facilities and workplaces are operating efficiently.

Transfield Services is an integrated service provider, delivering services across the full engineering value chain, including project feasibilities, project and capital works management, capital upgrades and rehabilitation, operations, maintenance and asset and facilities management services.

We provide services to the Resources and Industrial, Infrastructure Services and Property and Facilities Management industries.





Industries

Resources and Energy

Transfield Services offers a diverse range of services to the mining, process and hydrocarbon sectors.

We provide asset and project management, site maintenance services, shutdown management and execution, sustaining capital works and subcontractor management to the steel, nickel, iron ore and coal industries.

Infrastructure Services

We are the leading provider of integrated asset management, operations and maintenance services to the power, transmission and distribution industries. We work in partnership to achieve client's goals using best-practice systems and processes backed by technically-skilled people to deliver brownfield project management, outage management and sustaining capital works services.

Transfield Services is the only provider with experience across the entire water sector – from operations and maintenance services, to asset management and capital works, to build-own-operate projects.

Property and Facilities Management

Transfield Services provides facilities management services to the health, schools, housing and property industries. We focus on improving management, energy conservation, life cycle costing and analysis and comprehensive facility and property portfolio management solutions. Our technical services include maintenance of air-conditioning, electrical and building facilities, cleaning, catering and security.

Transfield Services is a leading provider of maintenance, shutdown and project management services to the oil and gas industry in Australia, New Zealand, Malaysia, the Middle East and North America. We provide a full range of maintenance services to upstream and downstream production and processing facilities, including liquefied natural gas plants.

We provide management and operations services to the roads industry, including regional and urban networks, tollroads, bridges and tunnels in Australia, New Zealand and North America. Transfield Services has also developed business relationships in these areas in the Middle East.

We work across the rail and public transport sector, Australia-wide. In a joint venture with Transdev, Transfield Services owns and operates Sydney's Shorelink Buses and operates and maintains Brisbane City Council's fleet of CityCats and CityFerries.

Transfield Services has the expertise to provide an end-to-end service to the telecommunications industry. From facilities management and maintenance services, ensuring the surrounding assets protects the reliability and integrity of the network, through to engineering and sustaining capital works services to connect people.

Transfield Services has successfully provided a diverse range of non-core services to Defence forces throughout the Pacific Region since 1997. This allows service men and women to concentrate on their core operational duties.



Services

Project Management

Transfield Services' project management team has specialist skills, systems, knowledge and experience which are adding value to existing clients and forging new long-term client relationships. Embedded within engineering and maintenance activities, this group works in partnership with clients in order to deliver services aligned to business goals and objectives.

Asset Management

The Company's integrated outcome-driven approach to asset management continues to add value to existing and new clients across a broad range of industries. This year, Transfield Services was recognised for its expertise by winning Silver at the ICOMS Asset Management Awards. This was for the Company's asset management achievements at Starfish Hill Wind Farm in South Australia.

Business Information Services

Transfield Services leverages its information technology processes and systems across the Company to foster knowledge management and operational efficiencies. Our robust SAP platform has contributed to securing new business, and also underpins our new Integrated Business Centre, a business processing centre which manages our clients' end-to-end facilities and maintenance management needs.

Community Partnerships

Transfield Services has implemented a number of Community Partnership initiatives in support of the communities in which we operate. The Community Partnership Program's objective is to engage and connect in meaningful ways with local communities to ensure that we build sustainable communities alongside sustainable business.

Training and Employment

Our training facilities deliver, assess and issue national qualifications to Transfield Services employees by trainers who are recognised as experts in their field. Transfield Services is a registered training organisation, and in 2009, the Company trained 7,662 people in Australia alone.



transfield services group

Global Management System

The Global Management System provides the foundation for managing our day-to-day business with a 'One Team' approach. It includes company-wide performance benchmarks and promotes a consistent application of proven tools and processes to minimise duplication and promote excellence.

Customer Service

A key element of Transfield Services' growth strategy is retaining long-term client relationships through excellent customer service. We are compliant with the Customer Services Institute of Australia's International Customer Service Standard. And we continually retain our Privacy Act compliance certification.

Quality Management System

We continuously review our systems to look for improvement opportunities and to ensure they are effective and meet industry best-practice standards. We have the following certifications:

- ISO 9001 – Quality Management Systems
- AS/NZS 4801 – Occupational Health and Safety Management Systems
- ISO 14001 – Environmental Management Systems, and
- OHSAS 18001 – Occupational Health and Safety Management Systems.

Continuous Improvement Program

As well as attaining the certifications above, we have introduced initiatives to encourage the continuous improvement of our people, our services and the industries in which we work.

An example of this is our Company-wide Better Ways program, which allows all employees to realise ideas that could improve our operational activities and our health, safety and environmental performance.

In the 2009 financial year, more than 3,000 Better Ways were implemented, saving more than \$30 million for Transfield Services and our clients.

Risk Management System

Transfield Services' sustainable growth has been supported by a rigorous Company-wide risk management program that ensures we grow responsibly into new regions, new industries and with new acquisitions. We do this through timely and accurate communications of risk and knowledge sharing; continuous refinement; regular risk profile reporting; a combined qualitative and quantitative risk analysis; an anonymous reporting hotline and investigation process; and crisis management.

