

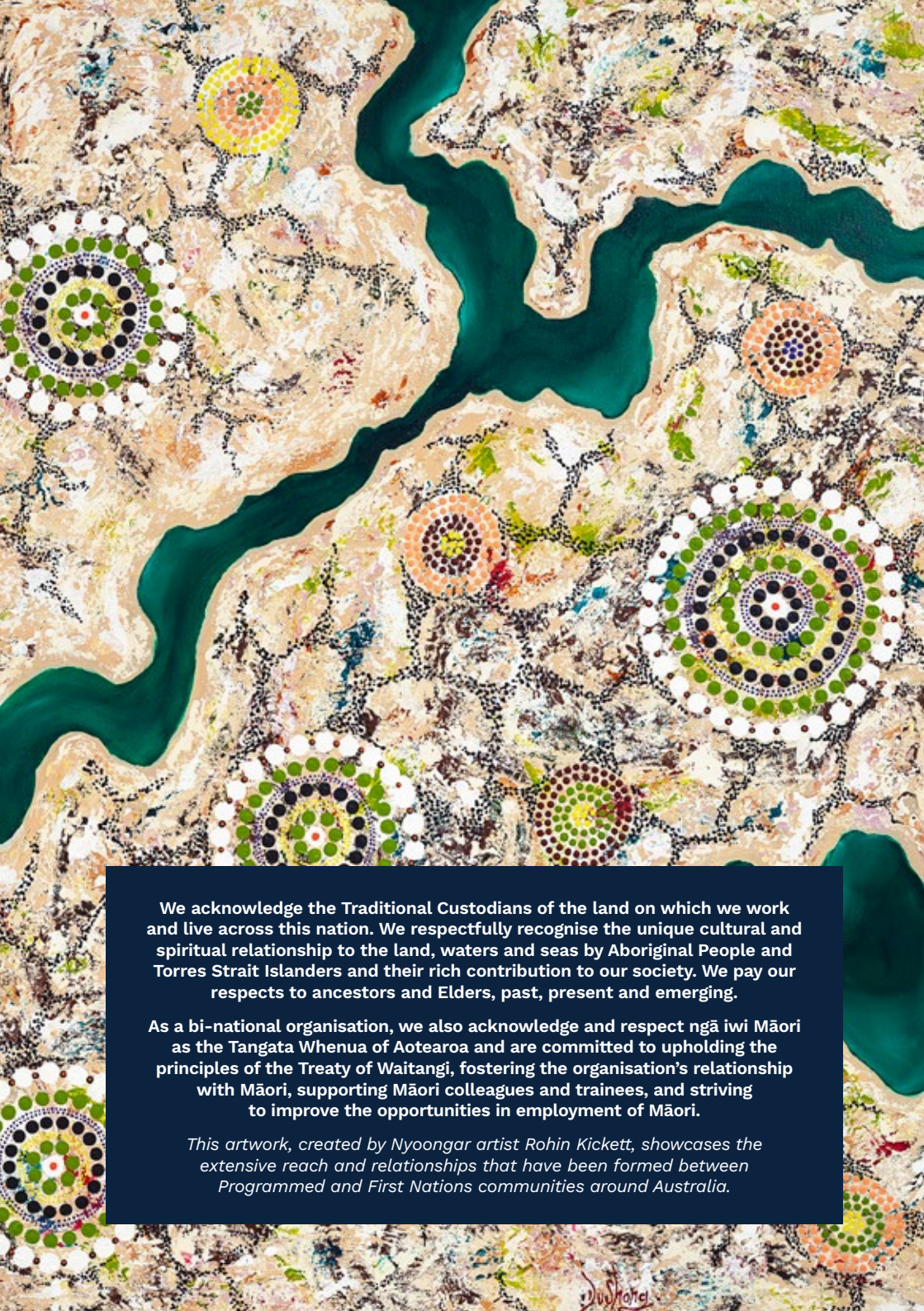
A smiling female worker in a high-tech industrial setting, wearing a large black helmet with a visor, safety glasses, and an orange high-visibility shirt with reflective silver stripes. She is holding a tool in her gloved hands. The background is a blurred industrial environment with yellow and grey structures.

Programmed & PERSOLKELLY

A leading provider of
Staffing, Maintenance and
Training services across
Australia and New Zealand



Programmed's Innovate
Reconciliation Action Plan
READ NOW



We acknowledge the Traditional Custodians of the land on which we work and live across this nation. We respectfully recognise the unique cultural and spiritual relationship to the land, waters and seas by Aboriginal People and Torres Strait Islanders and their rich contribution to our society. We pay our respects to ancestors and Elders, past, present and emerging.

As a bi-national organisation, we also acknowledge and respect ngā iwi Māori as the Tangata Whenua of Aotearoa and are committed to upholding the principles of the Treaty of Waitangi, fostering the organisation's relationship with Māori, supporting Māori colleagues and trainees, and striving to improve the opportunities in employment of Māori.

This artwork, created by Nyoongar artist Rohin Kickett, showcases the extensive reach and relationships that have been formed between Programmed and First Nations communities around Australia.

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About us

About us

Programmed, together with our professionals and executive recruitment business PERSOLKELLY, is a leading provider of Staffing and Maintenance solutions across Australia and New Zealand.

We employ over 35,000 people every year across a broad range of industries and partner with more than 10,000 customers, small and large.

We work in partnership with many of Australia and New Zealand's leading businesses across major industries including Mining and Resources, Oil and Gas, Government and Defence, Education, Aviation, Health, Infrastructure, Manufacturing, Transport and Logistics.

We provide the people, knowledge, expertise and support to help our customers and communities grow and succeed.

Founded in Victoria, Australia in 1951 and now owned by Japanese company PERSOL, we offer a truly regional strategy supported by local expertise and capability. We proudly support the largest branch network in the industry with over 100 locations across Australasia.

Keeping you and your teams safe every job, every time.

Ensuring our people think, act and stay safe is at the core of our business operations. Our employees value safety and continually contribute to our goal of Zero Harm. We're committed to providing innovative solutions to our customers that improve business success and our people align themselves to our core values of personal safety leadership, care and empathy, customer service, diversity, inclusion and equality.



Together we build
outstanding people,
strong customers
and great communities.

Our Manifesto

Success.

For some it's difficult to define.

But for Programmed, we know exactly what it means.

For our people, success is nailing that first job and then having the confidence to go for the next.

For our customers, it's mobilising a skilled workforce to complete the project as safely and efficiently as possible.

For our communities, it's connecting local people to local employment opportunities, so everyone thrives.

And for us? It's hard graft. A can-do attitude. Trust in your team. And anything but luck.

For over 70 years Programmed has supported employees, customers and communities with the skills they need.

Skills that help master a trade. That keep a site on track. And skills that build sustainable communities.

But most of all, skills that empower every single employee, customer and community to thrive and grow.

Programmed.
Skilled For Success.



Skilled for success
WATCH NOW

Our values

Our values encourage our employees to act in a safe, responsible, caring and sustainable way when working with our customers and communities.





Personal safety leadership

- We will display personal safety leadership each and every day.
- We believe all injuries are preventable.
- We will act to ensure the health, safety and environmental well-being of our customers, the public and ourselves.



Care and empathy

- We will show care and empathy for the people around us; our employees, customers and the communities we work in.
- We respect everyone's contribution by working together to achieve common goals and project outcomes.
- We believe that everyone comes to work each day wanting to do a great job.
- We are prepared to ask "R U OK?" if someone is performing differently.



Diversity, inclusion and equality

- We seek a workforce that is representative of the communities we work in.
- We strive for a team that reflects the diversity of society by culture, gender, age, sexual orientation and abilities.
- We recognise the value of attracting, engaging and retaining employees with different backgrounds, experience and perspectives.
- We aim to create a safe and inclusive environment, where people are treated equally and are free of all forms of discrimination.



Customer service

- Our people display what we like to call "good old fashioned" customer service.
- We imagine how we would like to be served, if we were the customer.
- We do what we say we are going to do.

Our people

30,000 people employed everyday across Australia and New Zealand

1000+

Communities supported through training and employment

33%

Female on-site employees

8.5%

Culturally or linguistically diverse

27%

Female senior leaders

59

Identified languages or cultures represented

91%

Field employees agree that safety on site is taken seriously

4.5%

Aboriginal and/or Torres Strait Islander representation

86%

of our staff* see health and safety as a focus every day

1%

People with a disability

86%

Achieved towards 5,000** jobs for Indigenous Australians

*Based on results from the Programmed and PERSOLKELLY 2023 Engagement Survey.

**In March 2017, Programmed pledged to provide 5,000 employment opportunities to Aboriginal and/or Torres Strait Islander People over the following decade in an extension of our existing 10-year First Nations Engagement and Employment Strategy.

We recognise and value the importance of a diverse, safe and inclusive workplace.





Work and Smile

Working life is a journey of growth and creation.

We all have big dreams,
and there are many different paths to success.

Thus, we need to make our own choices
from a range of diversified work opportunities.

Our vision is to enrich society
so that all work leads to lives of happiness.

Work and Smile



PERSOL

Our history

Founded by Norman Miles more than 70 years ago, our business capability has grown to be one of the largest providers of staffing and maintenance services across Australia and New Zealand.

1951

From 1 to 30,000

We started as Norman Miles Paint Services with just one paint van and a few tradesmen on the brushes. We now employ more than 30,000 people each day across a range of disciplines providing services to over 10,000 customers.

2015

Growth with acquisition

We've grown as a result of numerous mergers over the years, most notably with Skilled, and each service offering we provide has a rich history which contributes to the overall Programmed journey.

2017

New Chapter with PERSOL Group

In October 2017, Programmed became part of the PERSOL Group, Japan's number one staffing business. Programmed continues to be headquartered in Perth, Western Australia.

2020

Introducing PERSOLKELLY

Programmed Acquires Kelly Services and comes together with Programmed Professionals and we launched PERSOLKELLY ANZ.

2023

Extending from APAC

BTI Executive search and PERSOL Japan launches in Australia.



We're proud of our roots and achievements so far, from a small painting company founded in 1951, we're now one of the leading staffing, recruitment and HR solutions providers in the Asia Pacific region.

Our company

Australia and New Zealand's leading provider of Staffing, Maintenance and Facility Management services. Together we build outstanding people, strong customers and great communities.

Staffing

Skilled Workforce

Blue Collar/Trades Staffing,
Managed Workforces

PERSOLKELLY

Professional/Executive Staffing,
Managed Workforces

Training Services

GTO and RTO Employment
Services

People Solutions

Specialist Services including our
Managed Supplier Program and
Digital Apps that Enable Productivity

Energy and Resources

Production and Maintenance On-Hire,
Shutdowns and Major Outages, Projects,
Specialised Services and Workforce Planning

Offshore

Workforce and training solutions
for the offshore energy sector

Maintenance

Property Services

Painting, Signage, Grounds and Building Project Services

Facility Management

Facility and Asset Management Services

Electrical Technologies

Integrated Visual, Communication and Electrical Services

Essential Services

Fire Services, HVAC, Handy-person, Electrical and Plumbing Services



130+

Dedicated branches across Australia and New Zealand



1500+

Apprentices and trainees



Award

Award Winning Training and Young Worker programs. Recongised as Large Recruitment agency of the year, Outstanding progress in diversity, equity and inclusion by Seek



Apps

Dashboard and GO App. GO Mobile App has 1.2 million registered job seekers

Programmed Skilled Workforce

Programmed Skilled Workforce

Programmed Skilled Workforce is Australia and New Zealand's leading provider of managed skilled workforce and recruitment services.

We recruit, deploy, manage and maintain a mobile workforce of more than 10,000 per week. Programmed provides the people, knowledge and expertise to help our customers succeed.

Safety leadership underpins every aspect of our service delivery, and we pride ourselves on our ability to deliver safety conscious people and help create safer worksites.

Programmed works where you work, as we proudly support the largest branch network in the industry, with 60+ Skilled Workforce locations across Australia and New Zealand.

Throughout the network, our dedicated and knowledgeable team of resourcing specialists, health and safety professionals, industrial relations experts and HR staff provide hands-on support for over 3,000 customers in managing their workforce requirements.



Programmed
Skilled Workforce
WATCH NOW

Cargill Australia

The challenge

- ▶ Cargill Australia required a proactive approach to safety management across its agribusiness operations.
- ▶ Improved account management and communication were necessary to support the extensive grain handling and distribution network.
- ▶ The company faced the challenge of improving roster visibility and efficiency, particularly during the critical harvest period.
- ▶ There was a need for intelligent technology use to enhance visibility and management of labor usage and spending throughout the year.

The skill

- ▶ Programmed Technologies was deployed across Cargill Australia's network for real-time labor management and visibility. Comprehensive injury management and safety protocols, were implemented to close gaps in existing processes.
- ▶ Communication strategies and systems were developed to improve coordination between management and contingent labour, facilitated by local Account Managers. Rostering techniques were enhanced, utilising the Programmed Dashboard system for effective labour demand management during peak harvest times.



The success

- ▶ The partnership led to improved operational efficiency, with better employee utilisation resulting in reduced absenteeism and more efficient use of overtime.
- ▶ Significant improvements in employee safety were achieved through collaborative efforts in safety management.
- ▶ Technology advancements provided greater clarity on business trends, improving decision-making related to labor and rostering arrangements. The successful transition and continuous improvement strategies have established a robust foundation for meeting future agribusiness labor supply challenges.

Skilled for success

Skills Development Centre

The supply chain and logistics sector has faced major challenges, particularly due to a shortage of skilled operators for equipment such as electric forklifts, pallet jacks, and order pickers, as well as modern inventory tools like scanning and voice-picking technology.

To address these issues, Programmed established Centres of Excellence in Western Sydney and Melbourne. These training facilities are the first in the recruitment industry to feature full-scale replica warehouses, providing hands-on experience through state-of-the-art on-site training. By blending classroom knowledge with practical, real-world exercises, candidates gain both essential skills and safety knowledge, fast-tracking their qualifications and career growth.

Programmed's Employment Services team works with Workforce Australia and community partners to source and prepare candidates, creating sustainable employment opportunities and supporting social responsibility goals. Specific programs also target diversity and inclusion, offering tailored courses for First Nations Peoples, women in non-traditional roles, culturally diverse groups, refugees, and individuals with disabilities.

To date, over 1,000 candidates have trained through Programmed's Skills Development Centres, with a 90% completion rate and over 70% achieving sustainable employment. Programmed is expanding its reach with a new facility in WA, supporting skills gaps in supply chain and mining. Training sites also operate in Queensland and South Australia.

Our Trainers and Assessors deliver both accredited and non-accredited skills training, including forklift operation, load restraint, fatigue management, and soft skills such as communication, teamwork, and problem-solving. These pre-employment programs are especially helpful for those new to the industry or facing employment barriers.



Addressing the skills
shortage in supply chain
and logistics.

Permanent Recruitment

Programmed Skilled Workforce provides recruitment and sourcing for permanent positions throughout Australia and New Zealand.

We have dedicated resourcing specialists in every state and territory, who focus on sourcing general staff and labourers – as well as qualified trade professionals – who are seeking permanent employment. Our permanent recruitment sourcing and expertise can complement your casual workforce.

With a database of over 1 million candidates, our permanent recruitment team has one of the largest candidate pools across Australia and New Zealand.

Areas we service include:

- Manufacturing, Transport and Logistics
- Trades and Services
- Mining, Resources and Energy
- Government and Defence
- Engineering
- Construction



Skilled for success

Contents

Airport Ramp-up — Post Pandemic Recovery

The challenge

- ▶ In April 2022, as travel resumed post-COVID-19 lockdowns, a global leader in ground services and cargo handling needed to rapidly expand its permanent workforce in Melbourne. With increased customer demand and strict airport regulations, the company required immediate staffing solutions.

The skill

- ▶ To meet the client's needs, Programmed allocated dedicated resources and leveraged a tailored recruitment strategy. This included promoting the client's Employee Value Proposition (EVP), utilizing their database via chatbot, and sourcing talent through Seek, Indeed, and Job Active relationships. Programmed ensured smooth logistics by scheduling weekly interviews, providing certainty and structure for the recruitment process.



The success

- ▶ Programmed's effective approach led the client to increase their initial order from 100 to 190 employees. Over five months, Programmed delivered consistent results, presenting 14-16 candidates weekly and achieving 4-8 placements each time. By September 2022, Programmed had filled 110 permanent roles, helping the client scale up efficiently during a time of historically low unemployment in Australia.

Programmed Rail Services

Programmed Rail Services

For over 20 years Programmed Skilled Rail Services has been providing qualified rail safeworking personnel to Australia's leading public and private rail asset owners and operators.

As part of Programmed, Australia's leading provider of staffing, operations and maintenance services, our skilled rail services bring scale, capability, capacity and extensive experience as a collaborative capability partner in a diverse range of rail undertakings across Australia, offering a national strategy supported by local expertise and capability.

We are a specialist provider of workforce solutions to the rail industry with teams dedicated to the operation and supply of rail services including:

- Rail Safeworking
- Rail Safework Planning
- Rail Track Workers including Rail Plant
- Rail Trades

Our dedicated team has multiple operational locations, with extensive experience in managing rail infrastructure projects and supporting those companies engaged in this vertical market with technical expertise.

Programmed People Solutions

Taking care of your temporary, contract, and permanent workforce

In today's fast-evolving work environment, businesses need a dependable partner to manage their workforce — one that is transparent, compliant, and flexible. At Programmed People Solutions, we specialise in managed workforce solutions and bespoke recruitment outsourcing services that meet your unique needs.

Our services include:

- Managed Service Provider (MSP)
- Recruitment Process Outsourcing (RPO)
- Business Process Outsourcing (BPO)

With our scale and expertise, we ensure your business is supported through every stage, including navigating challenges such as pandemics or economic shifts.

Managed Service Provider (MSP)

Our Managed Service Provider solution streamlines the sourcing, engagement, and administration of your contingent workforce. Whether you need casual, fixed-term, contractor, or permanent staff, our MSP delivers a comprehensive service, managing multiple vendors with a focus on transparency, scalability, and compliance.

Key benefits:

- Saves time from search to hire
- Manages costs efficiently
- Access to top-tier talent
- Ensures compliance and governance
- Reduces business risks
- Dedicated support and service
- Enhanced data transparency
- Industry-leading safety and quality standards (HSEQ)

Recruitment Process Outsourcing (RPO)

Our RPO service is designed to enhance your talent acquisition process, whether for Professional or non-Professional roles. We function as an extension of your HR team, helping to tap into new talent channels and managing all aspects of recruitment.

RPO Models:

- **Full Service RPO:** A strategic partnership that oversees your entire talent acquisition process.
- **Short-Term Demand RPO:** Project-based recruitment support, ideal for urgent or specialised hiring needs, such as during organisational change or restructures.

Business Process Outsourcing (BPO)

Our BPO services allow you to outsource key business functions, such as Human Resources or Workforce Planning, to improve efficiency and focus on core operations. Leveraging our experience and scale, we deliver improved business outcomes while you concentrate on what matters most.

Programmed Training Services

Programmed Training Services

As Australia's largest provider of trades and technical workforces, Programmed is proud to be nurturing the workforce of the future by delivering training services.

Programmed Training Services encompasses both a Group Training Organisation (GTO) and a Registered Training Organisation (RTO 110043). Leveraging a wide network of industry professionals, we collaborate to design tailored training programs that guide and mentor individuals throughout their Vocational Education and Training (VET) journey.

- Short courses
- Certificates I-IV
- Apprenticeships
- Traineeships
- Nationally accredited courses, qualifications and certificates
- Tailored training and mentoring programs

We provide customised training programs to meet specific workforce development needs that support and develop engaged, safe and productive apprentices and trainees from all walks of life.

Our skills development, mentoring and training programs develop 'all-rounders', which means our trainees and apprentices contribute to your workplace from the moment they start – while successfully building the skills and qualifications they need to become valued employees for life.

We oversee the recruitment, training and management of more than 2,500 trainees and apprentices, and more than 10,000 participants in training courses each year.



Group Training Organisation

A national leader in apprenticeships and traineeships

Programmed is a premier employer of apprentices and trainees across Australia, with over 20 years of experience and an impressive 90% completion rate – significantly outperforming the industry average of 58%. We are dedicated to supporting individuals as they embark on their career journeys, particularly within blue-collar industries. Apprenticeships and traineeships are vital in addressing skills shortages and closing the gap, representing the future of workforce development.

The importance of apprenticeships and traineeships:

Apprenticeships and traineeships are key to building a sustainable pipeline of skilled talent, enhancing both productivity and retention within industries. These programs offer a combination of practical, hands-on experience in the workplace and formal training through a Registered Training Organisation (RTO), culminating in a nationally recognised qualification at the vocational level.

What are apprenticeships and traineeships?

- **Apprenticeships:** Structured programs that provide the opportunity to learn a trade or skill from a qualified mentor while earning a salary. These programs typically last between 3-4 years.
- **Traineeships:** Similar to apprenticeships, but generally shorter in duration (1-3 years) with a focus on industry-specific skills.
- Both programs offer the chance to gain valuable workplace experience while pursuing professional qualifications, setting individuals up for long-term career development.



Training Professionals

Comprehensive range of qualifications: From school-based traineeships to university degrees, our programs offer a diverse range of cohorts and qualifications designed to meet the evolving needs of businesses in today's dynamic landscape.

**Your next CEO could be amongst
our Trainees — Nurturing
Tomorrow's Leaders:**

Our commitment goes beyond just filling roles; we are dedicated to nurturing the leaders of tomorrow. Through mentorship, hands-on experience, and personalised development plans, we equip participants with the skills, knowledge, and confidence to excel in their chosen field.

Registered Training Organisation

Programmed RTO is a leading training organisation accredited to deliver nationally recognised training across Australia. We are committed to providing exceptional vocational education and training services that adhere to the highest national standards and industry requirements.

At Programmed Skilled Workforce, our mission is to empower trainees to excel in their careers while supporting employers in building high-performing teams. Our focus goes beyond certification; we aim to develop a solid foundation of knowledge and skills that instills confidence in trainees and equips employers with a workforce ready for long-term success.

With a National presence in multiple regions, we offer accessible and locally tailored training solutions across all states and territories – ensuring our services meet the diverse needs of both learners and employers.

Empowering careers
through nationally
recognised training.

To accommodate various learning preferences and operational needs, Programmed RTO offers flexible delivery modes:

- **On-Site Training:** Customised programs delivered directly at the employer's location, seamlessly integrating with day-to-day operations.
- **Online Learning:** Flexible, self-paced modules accessible from anywhere, allowing learners to study at their convenience.
- **Blended Learning:** A combination of online and face-to-face training, providing a balanced approach that maximises the benefits of both methods.



National Energy Technician Training Scheme (NETTS): building tomorrow's skilled workforce

The NETTS program is a groundbreaking collaboration between Programmed and leading energy companies including Santos, Shell, Woodside, Vermilion, INPEX, Jadestone and Beach Energy. The collaboration aims to cultivate a highly skilled and diverse workforce that will shape the future of the energy industry.



Here's how the NETTS program stands out from traditional apprenticeships:

- **Collaborative Learning:** Partnering energy companies share their knowledge and expertise to provide apprentices with a well-rounded learning experience and exposure to their own sites and equipment.
- **Comprehensive Foundation Year:** The first 12 months offer a structured learning environment away from the work site, equipping apprentices with essential skills and knowledge for both onshore and offshore roles.
- All apprentices, regardless of their chosen trade, undergo the common foundation year that emphasises critical skills and foundational knowledge.
- **Holistic Development:** Beyond technical training, apprentices gain valuable life skills to help ease their transition from school to the workplace and many and varied secondment placements to broaden their workplace skills and credibility.
- **Strong Safety Culture:** The program emphasises safety, preparing apprentices for a successful and smooth career transition in the energy industry.



Discover how the NETTS program is paving the way for the next generation of energy professionals

READ NOW

Scholarship opportunities in the Defence Industry

The Defence Industry Internship and Graduate Scholarship Program (DIIGS) is designed to ensure a pipeline of skilled professional and para-professional workers in WA's defence industry. Eligible graduates and students are encouraged to apply for the scholarships offered under three sub-programs:



'Taster' Work Integrated Learning (WIL) program

6 to 12 week placement and scholarship grant for first- and second-year university and higher-level vocational education and training (VET) students in a defence industry-related qualification;



Graduate program

one-year graduate placement and scholarship program for new or previous graduates who have attained a university or higher-level VET defence industry-related qualification.



Internship program

10 to 26 week placement and scholarship grant for university students or higher-level VET students who are normally in their last or second-last year of study in a defence industry-related qualification; and



DIIGS
WATCH NOW



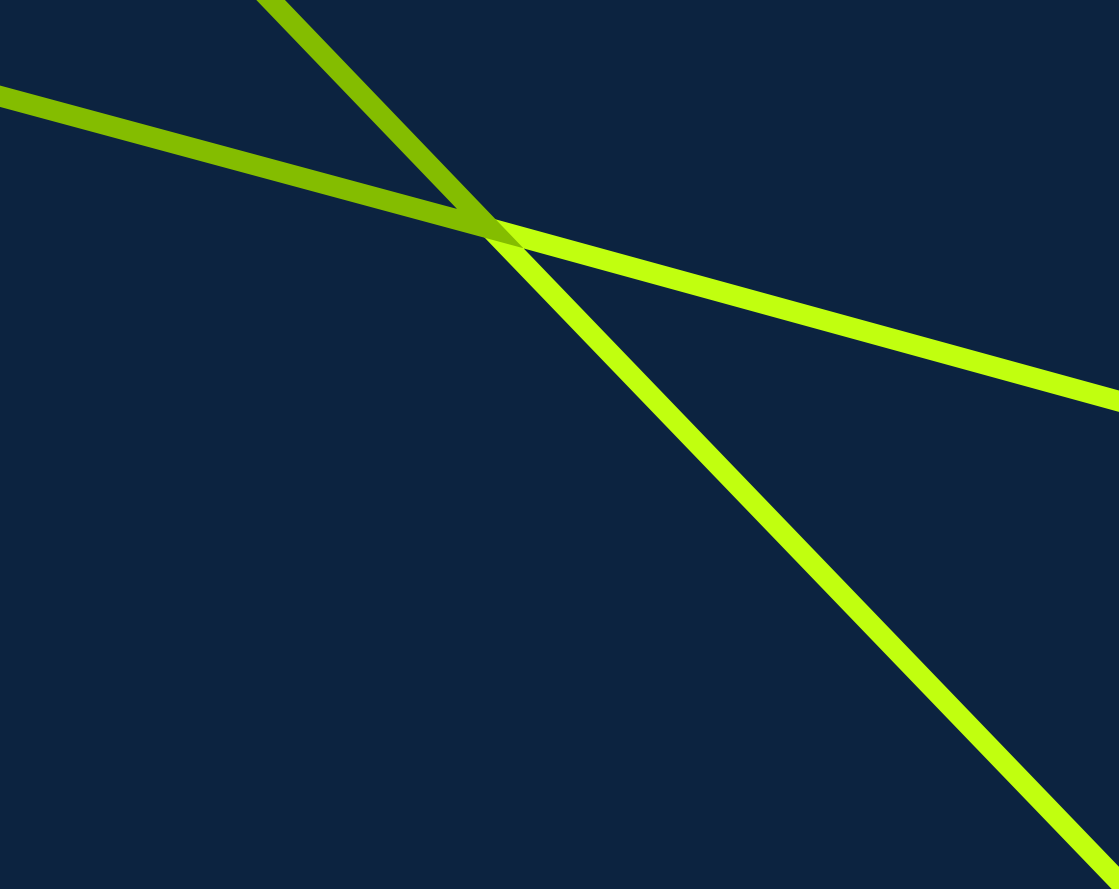
Swift recruitment and tailored training: how Programmed helped Uniform Group overcome skill shortage and retention challenges

The challenge

- ▶ Uniform Group had been striving to recruit a Printing Apprentice for over 24 months, but with no success. This role required a specialised skill set that not only appears on the national skills shortage list but also belongs to an industry that is relatively unknown to many. Alongside this recruitment challenge, Uniform Group faced retention issues, which they were attempting to manage internally. The company recognised opportunities to enhance workplace culture, morale, and overall performance, as employees sought greater professional development and growth opportunities.

The solution

- ▶ By partnering with Programmed Training Services, Uniform Group successfully filled the Printing Apprentice position in less than three months. The company was not only impressed by the quick turnaround from contract signing to placement but also benefited from Programmed Training Services' comprehensive approach to addressing their retention concerns.



Programmed Training Services proposed upskilling existing staff with nationally accredited qualifications relevant to their roles. This included delivering a Certificate III and subsequently a Certificate IV in Supply Chain Operations to the Warehousing Manager, along with a Certificate III in Business. These qualifications were provided through our in-house RTO, demonstrating that we are a true 'One Stop Shop'.

The success

- ▶ Uniform Group was thoroughly impressed with our ability to swiftly address both their apprentice recruitment and staff retention challenges. Going beyond expectations, we not only filled the vacancy but also delivered a tailored training solution that met their high standards. As a mark of appreciation, during the Christmas 2023 period, Uniform Group awarded the Apprentice an additional \$1,000 bonus in recognition of their contribution.

Programmed Energy and Resources

Programmed Energy and Resources

Programmed is one of Australia's leading providers of production, staffing and maintenance services across the energy and resources sector.

With over 60 years of operational experience, we have established ourselves as a trusted partner, offering a full suite of staffing, production and maintenance services.

Our dedication to achieving recruitment process excellence, coupled with our extensive workforce, enables us to supply the right people to support our customers.

We provide new to industry and seasoned professionals in technical roles, with unparalleled expertise in delivering workforce and maintenance services of varying scales sets us apart.

We cover a wide range of classifications, including operators, trainees, apprentices, tradespeople, semi-skilled workers, professionals, and technical roles.

Our key services include:

- Production and Maintenance On-Hire
- Shutdowns and Major Outages
- Projects
- Specialist Services, and
- Workforce Planning.



Programmed
Energy and Resources
WATCH NOW

Production and Maintenance On-Hire

We provide short, long-term and permanent supplementary labour solutions across production and maintenance. Our national FIFO and DIDO workforce and regional branch network enables rapid mobilisation for breakdowns and peak demands, ensuring seamless operations even in remote and high-risk environments.

Whether it's supplying specialist tradespeople, responding swiftly to breakdowns minimising downtime, or supporting scheduled maintenance and project execution, we deliver reliable solutions tailored to our customers' needs.

Shutdowns and Major Outages

We provide comprehensive repairs and maintenance services to fixed and mobile plant during shutdowns of any scale. With detailed planning and implementation, we deploy personnel for supplementary labour as a supervised work team or as a turnkey management, planning and execution solution that can exceed 300 personnel.

Our experience spans Australia's largest miners, significant ports, manufacturing and major hazard facilities, refineries, smelters, coal washeries and power generation facilities.

Our customers benefit from our highly experienced planning and execution teams that ensure labour resources are efficiently deployed while minimising plant downtime and cost. We work closely with key stakeholders to review shutdown plans, validate workpacks and maintenance cycles to ensure we deploy the right people with the right capability.

We can provide:

- Scoping, planning and scheduling
- Critical path tracking
- Rapid mobilisation
- National FIFO capability
- Experienced shutdown and maintenance leaders
- Competent work teams
- Tooling, plant and equipment
- Parts management and logistics
- Subcontractors

Our teams can also come equipped with the required tooling and plant, to complete whole of process function as required.

Specialist Services

We offer comprehensive support across various services, including planning, reliability, asset integrity, and ad-hoc maintenance.

Our specialist offerings cover:

- Abrasive blasting
- Protective coatings, asset integrity programs
- Mining equipment field services
- Machining, fabrication
- Welding (including poly and pressure welding)
- Sheet metal work
- HVAC maintenance
- Building repairs and expansions
- Breakdown support
- Asset preservation programs
- And supply of statutory roles

Our well-equipped workshops handle major overhaul work, servicing, fabrication, equipment inspection, and repairs, ensuring high-quality standards.

With our network of facilities, we provide flexibility, schedule certainty, and cost reduction by minimising third-party intervention and directly tracking critical path items for each project, particularly beneficial for brownfields sites maintenance.



Projects

We offer a highly tailored asset management service, allowing you to focus on achieving the best commercial outcomes for your business. Benefit from our extensive knowledge and experience across a wide range of plant and equipment routinely used in the energy and resources sector.

Our project services cover:

- Planned plant and building refurbishments, extensions and upgrades
- Plant and equipment installation, decommissioning and relocation
- Compliance rectification works
- Capital works including installations and overhauls

Workforce planning

We are a leading Group Training Organization (GTO) and Registered Training organization (RTO) in Australia, with over 24 years of industry expertise. With GTO status across all states and territories, our transparent and nationally recognized programs cover the entire spectrum from recruitment to on-the-job experience management.

Our comprehensive services encompass leading recruitment efforts, onboarding, training provider selection, quality control of on-the-job experiences, upskilling pathways, and diversity initiatives.

Through initiatives like apprenticeship, traineeship programs, quality-assured training, international workforce solutions, and permanent placements, we cultivate a skilled and trained workforce for production and maintenance roles.



Our impressive achievements include an 85%+ completion rate, 55% female participation in traditionally male-dominated sectors, with 33.8% of apprentices and trainees identifying as Aboriginal and/or Torres Strait Islanders.

Port Waratah Coal Services: 4.11 Reclaimer Structural Repairs & Painting

The challenge

- ▶ Port Waratah Coal Services (PWCS) needed urgent structural repairs and protective coating for their 4.11 Reclaimer at the Kooragang Coal Terminal. Corrosion and steel loss had compromised the machine's integrity, requiring timely intervention to prevent further damage and maintain safe operations.

The skill

- ▶ Programmed was tasked with executing two projects: structural repairs and painting of the reclaimer's boom and slew deck. The team provided specialised labour, equipment, and services such as abrasive blasting, mechanical repairs, scaffolding, and operational testing. Programmed's project management, safety oversight, and cost tracking ensured smooth execution despite challenges such as severe weather and lead-based paint removal.



The success

- The project was completed on time and within budget, earning Port Waratah's satisfaction. Programmed delivered over 1,000,000 man-hours without any major incidents, ensuring safety and efficiency. Additional project work, including workshop support and subcontractor management, was awarded due to the team's excellent performance. Detailed cost tracking allowed Port Waratah to stay within budget while addressing additional repairs during the project.

First Nations Employment Pathways

First Nations Employment Pathways

Programmed is committed to increasing workforce participation and engagement of Aboriginal or Torres Strait Islander People Australia-wide.

We actively assist Aboriginal and/or Torres Strait Islander People to gain employment by working with local communities, corporations, providers and custodians, and supporting education pathways for school-age candidates to make these dreams a reality.

Through our in-house training centre and our experienced resourcing teams, we are able to provide Aboriginal and/or Torres Strait Islander People with opportunities to gain relevant skills and experience for sustainable careers whilst maintaining a sense of identity, to support a positive and growth enriched lifetime of employment. We do this in acknowledgement of our responsibility to action change and advancement and as a signatory to Generation One, which we are proud to hold since the inception of the Commonwealth's Closing the Gap initiative in 2009.

Programmed's First Nation's Employment Pathways Program not only provides multiple options of entry to the workforce for Aboriginal and/or Torres Strait Islander candidates, but also aims to support our managers and key account stakeholders with the confidence and knowledge they need to be ambassadors for equity in employment and opportunity across all roles and all divisions.

Programmed works with you to identify and create genuine employment opportunities for sustainable growth, impact and real change for Aboriginal and/or Torres Strait Islander People in your business.

Programmed works with you to identify and create genuine employment opportunities.

PERSOLKELLY

Professional staffing
and recruitment

Programmed and PERSOLKELLY — better together.

PERSOLKELLY is one of the largest recruitment companies in Asia Pacific, spanning 68 offices across 32 cities in 13 markets, including: Australia, China, Hong Kong, India, Indonesia, Thailand and Vietnam.

Together, Programmed and PERSOLKELLY are one of the leading staffing, recruitment and HR solutions providers in the APAC region.

At PERSOLKELLY, our passion is — and always has been — putting you first.

We propel our partners forward by addressing their challenges in fresh ways, backed by our expertise and capability. It's this combination that creates value: agility at scale; confidence and care; resourcefulness and innovation that leads to better relationships and results.

With PERSOLKELLY, you'll continue to benefit from the strength and support of an organisation that has successfully been delivering this value across Australia and New Zealand for decades. Whatever your workforce challenge, we will handle it with care and commitment.

From market-leading staffing programs to advanced people management, innovation and technology; we support your business to navigate and stay ahead of the rapidly changing world of work.

Together our experienced, capable team of problem-solvers will help you achieve more. Visit our website to read more about our depth and breadth of capability, and our legacy of innovation.

persolkelly.com.au

Uncovering the best talent, ensuring the right culture fit.

Our specialist team provide technical and professional candidates who have the skills and experience needed to deliver project goals in the short or long-term.

Professional Services

We're experts in sourcing professional temporary, contract and permanent staff across industry segments. When it comes to searching for high performing professionals, we're here to partner with your organisation to deliver great people and great outcomes.

ICT

We connect the best Information Communications and Technology talent with Australia's leading employers, always delivering with speed and quality. Through our fresh thinking and legacy of innovation, our ICT recruitment teams understand the importance of matching the right skills to each permanent or temporary position.

Government

Our specialist Government team are experts in providing staffing solutions across local, state and federal government. Our flexibility and resources allow us to staff diverse assignments and partner with more than 300 government agencies for short or long-term posts, large and small-scale projects.

Management and Executive

Our team of senior consultants draw on the deep and trusted connections we have with Australia's leading employers. With a focus on senior management, through to C-suite executive search and talent selection, we offer executive and professional-level recruitment services for permanent and fixed-term contract positions.

STEM

We recognise and value the importance of creating workforces that reflect society and that's why we're committed to attracting, engaging and retaining people with different backgrounds, experience and perspectives. In the STEM sector, we're especially committed to increasing the professional opportunities for women at all levels and improving the gender balance across businesses and the broader industry.

Flexible, tailored
solutions to suit
your business needs.



Our expert teams source quality professional temporary, contract and permanent staff and we can also support you with:

- Pre-employment screening
- Candidate testing
- Aptitude testing
- Psychometric assessment
- Fitness for work
- Background checks and skills testing
- Pre-employment medicals
- Assessment centres
- Bulk and campaign recruitment
- Scribing services (all levels)
- First Nations People Employment Program
- Outplacement support



“At each stage of the project, **PERSOLKELLY** understood and delivered on our expectations. It was clear that they’d taken the time to really understand the unique nature of our business.”



Sam, Events Industry



Case Study

Rapid recruitment for a major mining commissioning project

The challenge

In September 2022, a major mining client was entering the commissioning phase of a large-scale project and needed around 75 specialised personnel, from Technicians to Commissioning Managers. They had initially partnered with another provider, but after a month of delays and no suitable candidates, they turned to PERSOLKELLY, concerned about the impact on their project timelines.

Our solution

Recognising the urgency and the competitive market, we implemented a proactive sourcing strategy. Drawing on our extensive experience with similar projects, we first tapped into our existing database and industry contacts. Simultaneously, we leveraged LinkedIn and Seek Talent to identify candidates with the right expertise.



The outcome

Within one month, PERSOLKELLY successfully filled over 50 roles. To manage accommodation constraints, the remaining positions were gradually filled over the next three months. By February, all roles were staffed, and the project was back on schedule. PERSOLKELLY is now the client's preferred staffing partner for this project.

Technology solutions



Programmed
Technology
WATCH NOW



GO app

Unlock endless possibilities and effortlessly navigate your career journey.

GO is our innovative mobile app helping employees and jobseekers search, apply and manage their careers anywhere, anytime.

We list all of our available roles in real-time, meaning jobseekers can apply today and could be working for a customer tomorrow.

The GO app links seamlessly with our payroll and invoicing systems enabling our workforce to easily access and manage their employment information. This includes payslips, payment summaries, time and attendance as well as receiving safety alerts and the latest news.

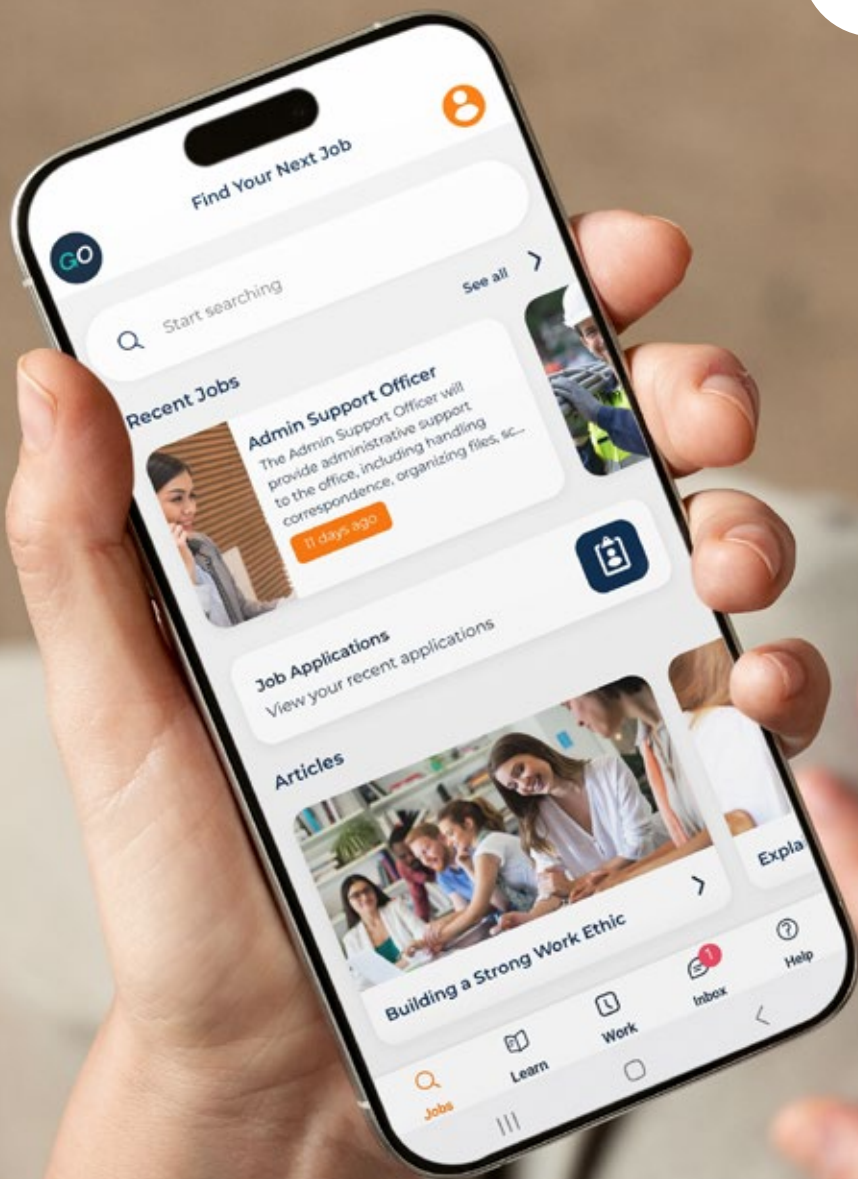
The App is free to download for iOS and Android from the App Store.



go.programmed.com



Our GO App
WATCH NOW



Dashboard

Intelligent Data

The Programmed Dashboard is an easy-to-use online platform that integrates with our recruitment, invoicing and reporting systems. The Dashboard gives you self-service access to online approvals, extensive reporting and real-time analysis of employees/costs.

Easy to use platform for employees

- Employees can log in via mobile device or website
- Physical on-site clock for sites with a large number of employees
- Geo-fencing ensures employees will only be able to clock on and off at work.

Delivering benefits to you

- Flexibility to capture time by department
- Streamlined administrative processes, with no more paper-based timesheets
- Greater visibility of rostering and spending patterns, allowing for faster analysis and decision making
- Ability to view costs and rosters by single or multiple cost centres.



AUSTRALIA

AUSTRALIAN CAPITAL TERRITORY

Canberra

NEW SOUTH WALES

Albury
Botany
Broadmeadow
Coffs Harbour
Dubbo
Gunnedah
Liverpool
Muswellbrook
Newcastle
Orange
Penrith
Seven Hills
Singleton
Sydney
Tomago
Unanderra
Wagga Wagga
Western Sydney
Wollongong

QUEENSLAND

Bundaberg
Cairns
Currajong
Gladstone
Mackay
Maroochydore
Moranbah
Oxley
Rockhampton
Spring Hill
Toowoomba
Townsville
Virginia
Weipa

SOUTH AUSTRALIA

Hindmarsh
Mount Gambier
Port Pirie
Roxby Downs
Tanunda
Underdale
Whyalla

TASMANIA

Burnie
Hobart
Launceston

VICTORIA

Altona
Bendigo
Geelong
Keilor Park
Melbourne CBD
Mildura
Notting Hill
Port Melbourne
Shepparton
Traralgon

WESTERN AUSTRALIA

Belmont
Bunbury
Burswood
Kalgoorlie
Karratha
Newman
Port Hedland
Welshpool
Winnellie

NORTHERN TERRITORY

Darwin
Gove

NEW ZEALAND

AUCKLAND

Auckland CBD
South Auckland

CHRISTCHURCH

Riccarton

NAPIER

Onekawa

WELLINGTON

Wellington CBD





Work and Smile



PERSOL



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