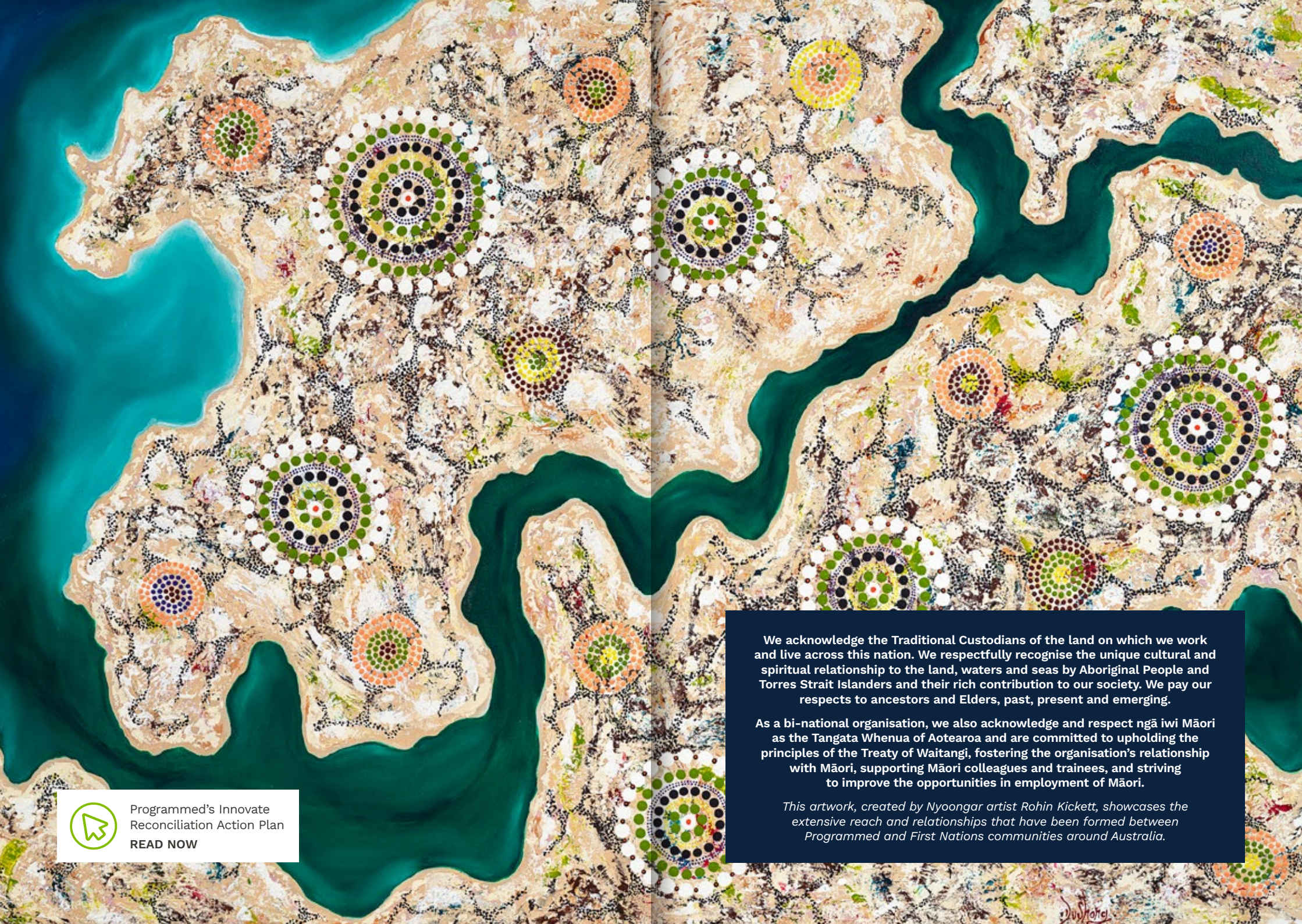




Programmed

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



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.



Programmed's Innovate
Reconciliation Action Plan
READ NOW

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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.

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



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 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 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
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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.

Turning skills into success stories

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.



CVP
WATCH NOW

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 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.

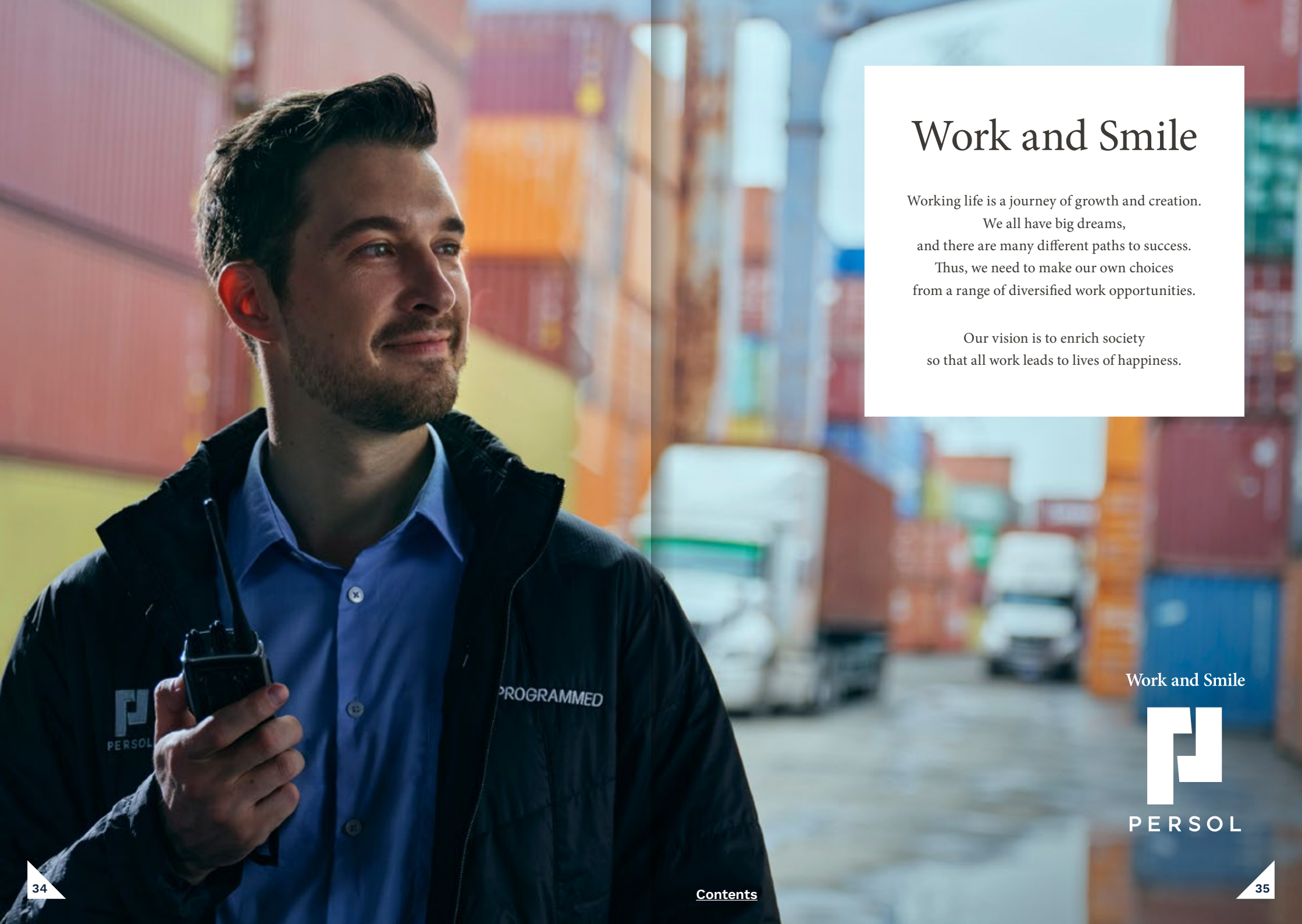
RPO Models:

- **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.





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





Skilled for success

skilled.programmed.com.au

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