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COLES SIGNS 10 YEAR DEAL FOR MAINTENANCE

Coles has signed an unprecedented 10-year agreement for the maintenance of its supermarkets, Coles Express outlets, liquor stores and distribution centres across Australia.

The long-term contract with City Holdings will include all building-related maintenance including refrigeration and air conditioning and comes seven years after the company first started working in an exclusive partnership with Coles.

Coles Managing Director John Durkan said the contract with City Holdings would help to drive further improvements in store maintenance, energy use and ultimately food safety over the next decade.

"This long-term contract is the first of its type for Coles and indicates the importance we place on providing a well maintained store network ensuring fresh product and safe stores for our customers and store teams," he said.

"City Holdings is a unique, trusted partner who is helping us to continually improve the maintenance and energy efficiency of our stores. Our store teams regularly provide positive feedback about the important role their dedicated City technician plays in delivering a great customer experience for stores."

City Holdings Australia CEO Chris Winchester said the partnership with Coles had already resulted in the creation of 660 jobs across Australia over the past seven years with the majority located across Australia directly supporting stores.

"We're delighted to sign this new contract with Coles, which means long-term security for our team members and suppliers, and a great opportunity to further develop a world class maintenance partnership," he said.

The partnership first began in 2009 with City Holdings undertaking refrigeration maintenance in supermarkets but has since expanded to cover all maintenance in supermarkets, liquor, Coles Express outlets and distribution centres as well as monitoring energy usage.

During the past seven years working together, Coles and City Holdings' achievements have included:

- An 84 per cent improvement in refrigerated stock losses;
- A reduction of 57 per cent in carbon dioxide emissions from lower refrigerant gas usage;
- Joint development of the first supermarket in Australia with 100 per cent natural refrigeration and cooling;
- A reduction of nearly 30 per cent in the cost of store maintenance as a percentage of sales; and
- Ongoing energy reduction, with the development of a world-class energy centre that monitors store energy usage 24 hours a day.

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