



[REDACTED]

(0 March 2025

[REDACTED]

Dear [REDACTED]

[REDACTED] December 2024 requesting, under the Official Information Act 1982 (OIA), the following:

*Could you please give me details about each contract NZDF has with Compass Group NZ or any of its subsidiaries (Eurest, Chartwells, Restaurant Associates, Medirest, 14Forty and ESS), including:*

- *Facility/region the contract is for*
- *Services provided*

The current hospitality contract between the New Zealand Defence Force (NZDF) and Compass Group New Zealand delivers core hospitality services (including catering, cleaning, accommodation, retail and contract administration) across all NZDF camps and bases (Royal New Zealand Air Force (RNZAF) Base Auckland; Devonport Naval Base; Papakura Military Camp; Waiouru Military Camp; RNZAF Base Ohakea; Linton Military Camp; Trentham Military Camp; RNZAF Base Woodbourne; and, Burnham Military Camp).

With regard to the contracted hospitality services, Papakura, Linton and Burnham Military Camps are predominantly Army-catered locations and are supplemented by ESS staff as required. Cleaning services are provided at all NZDF locations for rooms, common spaces and ablutions, NZDF bars and retail spaces. The cleaning of NZDF messes occurs at the following locations only: RNZAF Base Auckland; Devonport Naval Base; Waiouru Military Camp; RNZAF Base Ohakea; Trentham Military Camp; RNZAF Base Woodbourne; and Burnham Military Camp.

- *Start and end date*

The contract between the NZDF and Compass Group began in July 2009, and the current agreement expires in June 2026.

- *Contract price (total price and yearly price)*

The price is \$30.2 million for the Fixed Fee Contract, and \$3.5 million (variable cost) for commercial supplementary staffing to Papakura, Linton, and Burnham Army Catering.

- *Number of complaints received about the services provided since 01.01.2023 with brief summary of what the complaint was about and who made it*
- *Detail of actions taken in response to complaints, if any, since 01.01.2023*

Between 1 January 2023 and 31 December 2024, Compass group delivered: 2.7 million nights booked at accommodation; 2.6 million meals served; and 1.3 million retail transactions processed. For the same period, the NZDF recorded 123 complaints from individuals or Service units at the camps/bases.

Service	Complaints	Concerns raised
Catering	106	Meal quality, nutritional standards, menu variety, standards of prepared meals, and mess opening hours at NZDF dining establishments.
Accommodation	10	Incomplete or incorrect accommodation bookings and poor cleaning services in some NZDF barracks.
Retail (cafes and retail stores)	1	The type of services provided at a retail store at an NZDF location.
Contract administration	6	Administration of the contract and incorrect invoicing.

The hospitality contract with Compass Group outlines the mechanism of investigation, resolving and escalating of any incidents and issues. All complaints received during the above period were investigated and remediated in accordance with those provisions. Where possible, all complaints were resolved or responded to within five working days.

- *Copy of any report assessing quality of the service provided since 01.01.2023*

There is no centralised report assessing the overall quality of the service provided by Compass Group since 1 January 2023. There are approximately 220 individual quality assurance documents generated for camps and bases. A substantial collation effort would be required to review and prepare this information for release. This part of your request is therefore declined in accordance with section 18(f) of the OIA. If there is a particular aspect of quality provided by Compass Group at a particular camp or base that you are seeking, a request for this information will be considered accordingly.

*Could you please also provide the same details about any other catering or services company (cleaning, laundry, management) NZDF has contracts with.*

The NZDF has contracts with PAE New Zealand and Spotless. These companies provide grounds maintenance, trade-related maintenance of buildings, waste management and cleaning services, and the maintenance of mechanical, electrical, plumbing, fire and security systems.

The following table lists the camps and bases where these companies provide services:

Service provider facility maintenance	Location
PAE	<ul style="list-style-type: none"> <li>• RNZAF Base Auckland</li> <li>• Devonport Naval Base</li> <li>• Papakura Military Camp</li> <li>• Trentham Military Camp</li> <li>• RNZAF Base Woodbourne</li> </ul>
Spotless	<ul style="list-style-type: none"> <li>• Waiouru Military Camp</li> <li>• RNZAF Base Ohakea</li> <li>• Linton Military Camp</li> <li>• Burnham Military Camp</li> </ul>

Overall expenditure for the above services is approximately \$39.8 million per annum.

The three contracts with PAE expire in May 2026, August 2026 and October 2026. Of the three contracts with Spotless, one expires in June 2025, and the other two in July 2025.

There is no centralised complaints register for the services provided by PAE and Spotless. A substantial collation effort would be required to collate and prepare this information for release. This part of your request is therefore declined in accordance with section 18(f) of the OIA. If, however, there is a particular aspect of quality provided by PAE and Spotless at a particular camp or base that you are seeking, a request for this information will be considered accordingly.

You have the right, under section 28(3) of the OIA, to ask an Ombudsman to review this response to your request. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Please note that responses to official information requests are proactively released where possible. This response to your request will be published shortly on the NZDF website, with your personal information removed.

Yours sincerely

**GA Motley**

Brigadier

Chief of Staff HQNZDF