

16 March 2026

Irina Freilekhman  
E Tū  
By email

PO Box 106 607  
Level 12, 21 Queen Street  
Auckland 1143, New Zealand  
Phone: +64 9 300 6980  
Email: [enquiries@nzsuperfund.co.nz](mailto:enquiries@nzsuperfund.co.nz)  
Website: [www.nzsuperfund.nz](http://www.nzsuperfund.nz)  
NZBN: 9429041903469

Dear Irina,

**Official information request for information regarding the size and location of our premises and details of cleaning, security, and/or catering services provided to us.**

I refer to your official information request of 26 February 2026, in which you requested information pertaining to all properties occupied, owned, or leased by the Guardians of New Zealand Superannuation, the manager of the NZ Super Fund, where cleaning, security, and/or catering services are provided.

Our answers to your questions are set out below.

**Our response**

**1. Please provide the physical address of the property and the total leased or occupied floor area (in square metres).**

- The Guardians' offices are in Jarden House, 21 Queen Street, Auckland City. Guardians staff occupy levels 11-14, a total area of 3,664 square metres.

**2. Where cleaning services, security services (including guarding or concierge services), or catering services are delivered by an external contractor:**

**a. the name of the contract provider; the contract start and expiry dates; and**

**c. the total NZD value of the contract and the period to which that value relates (e.g. annual or total contract value).**

**d. the headcount of staff assigned to perform the work.**

- Cleaning services are provided by OCS Limited
  - Contract start: 24 May 2024
  - Contract end: ongoing
  - Contract value withheld under Section 9(2)(b)(ii) of the Official Information Act 1982
  - Staff numbers: two cleaners, five evenings per week
- Security services are provided by CityGuard Limited
  - Contract start: 9 June 2017
  - Contract end: ongoing
  - Contract value withheld under Section 9(2)(b)(ii) of the Official Information Act 1982

- Staff numbers: One CityGuard staff member provides nightly security checks on a rotating basis. Patrollers work a rotating roster of five days on and three days off.
- We do not engage any in-house catering services.

**3. Where cleaning services, security services, or catering services are delivered by staff directly employed by the agency, the headcount of staff and their employment arrangement (e.g. permanent, fixed-term, casual).**

- We do not directly employ any staff to provide cleaning services, security services, or catering services

**Withholding Grounds**

Section 9 (2)(b)(ii) of the OIA states that good reason for withholding official information exists where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information.

OCS and CityGuard operate in a competitive environment. Publishing the total value of their current contracts with us, along with the details of the services provided, would allow their competitors to infer information about each companies' pricing structure, constraining their bargaining ability in current or future contract negotiations.

In addition, if we disclose sensitive information regarding supplier revenue models it can adversely affect our ability to undertake commercial activities. To invest the Fund, the Guardians needs to engage a range of service providers. To have comfort dealing with us, third parties require confidence that their sensitive information will not be disclosed. Any such disclosures can prejudice our ability to undertake negotiations in respect of any such service contracts, as is provided for in section 9(2)(j) of the OIA.

We considered whether the public interest in favour of disclosure outweighs the reasons for us to withhold this information and concluded that it does not.

You have the right to seek an investigation and review by the Ombudsman of this decision. 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 it is our policy to proactively release our responses to official information requests where we consider the request to be a material one. Our response to your request will be published shortly at <https://www.nzsuperfund.nz/publications/disclosures/oia/>, with your personal information removed.

Yours sincerely



**Catherine Etheredge**

**Head of Communications**