

ACORSHE

specialist cleaning solutions



Company Profile

ACORSHE

EXECUTIVE SUMMARY



Commencing his time within the industry in 1995, Acorshe's Managing Director Corie Morrad has over the past two decades developed highly sought after skills within the specialist cleaning services sector. After a number of years with various companies, Corie became aware of the fact that something was sorely missing within the industry. In his own words he says "we work in a service industry and yet I began to see the level of 'service' disappear". So, in 2003 Acorshe was incorporated with the sole aim of restoring and focusing on the 'service' element that had all but disappeared from the industry. Investing heavily in state of the art equipment and training, Acorshe developed specialised teams delivering required services to a worlds best practice standard, on time and on budget. This approach led to Acorshe's reputation for service and quality to grow rapidly. As a result commercial cleaning companies, including some of the industries best known brands engage Acorshe to provide carpet cleaning, strip & seal, pressure washing, window & glass cleaning and many other services, on their behalf. Today, Acorshe is the market leader in the provision of specialist cleaning services with a client portfolio that has grown to include not only some of Queensland's and Australia's largest commercial cleaning companies but also entities such Target Australia, The Stockland's Group and many more, servicing sites from Cairns through to Melbourne. Acorshe has lost non of it's passion for professional, service focused delivery and has the experience, resources and the expertise to provide this same exceptional level of quality to you!

MISSION STATEMENT

Acorshe will always provide the highest level of service and professionalism

Our people will be highly trained specialists in their particular fields

We remain committed to delivering our services on time and on budget

We will engage worlds best practice in all our operations

Our Company will continue to grow in recognition as the market leader in our field

Quality, Professionalism and Service—these are our values, this is our guarantee

- Carpet Cleaning
- Strip & Seal
- Window Cleaning
- Bond Cleaning
- Flood Restoration
- Pressure Washing
- High Access
- High Dusting
- Emergency Response

ACORSHE

PROFESSIONAL SERVICES

Acorshe's specially trained teams are able to provide just some the following services:

CARPET & UPHOLSTRY



Although the extraction method of carpet cleaning is often referred to as steam cleaning, in the context of carpet cleaning, "steam cleaning" is actually a misnomer as hot water, not steam is used in the extraction cleaning method. The hot water extraction cleaning method uses equipment that sprays heated water (not steam) with added cleaning chemicals, on the carpet while simultaneously vacuuming the sprayed water along with any dislodged and dissolved dirt. Many carpet manufacturers recommend professional hot water extraction as the most effective carpet cleaning method. The primary advantage of the hot water extraction cleaning method is that effective cleaning is possible using hot water with diluted detergent solutions. This avoids the problems associated with detergent residues that can remain in the carpet with other cleaning methods.

Trained and certified by the US based IICRC (Institute of Inspection Cleaning and Restoration Certification) Acorshe apply worlds best practice when it comes to carpet and upholstery cleaning. From the selection of best equipment along with the most effective cleaning agents, Acorshe guarantee a superior result. Understanding the makeup of fabric and textiles as well as the composition of the many and varied staining agents, Acorshe's trained technicians will apply the most effective method to achieve the best possible outcome without damage to your valuable floor coverings or upholstery. With a focus on service, quality and guaranteed workmanship, Acorshe is the first choice for professional carpet and upholstery care.



STRIP & SEAL

When it comes to stripping & sealing, it is vital that a professional is engaged as achieving the desired result is dependent on adhering to the various processes meticulously. The processes involved include stripping the floor to ensure that the old sealer is completely removed. The floor is then cleaned thoroughly and neutralised to ensure that it is free of dust, residue and anything else that can affect the application of new sealer. The new sealer is then applied to the dry floor and allowed to dry. Additional coats are then added in turn and allowed to completely dry before buffing to achieve the rich lustre and shine that will bring your vinyl back to life.



Acorshe select only the highest quality sealers and professionally apply them to ensure a long lasting, hard wearing finish that will bring the lustre and life back to your floors including vinyl, tiles, slate, terrazzo or various other hard or resilient surfaces. Whether 100m2 or 100,000m2 or more, Acorshe will achieve the best possible result giving your floors that wow factor.

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PROFESSIONAL SERVICES—Continued

WINDOW CLEANING



First impressions count and one of the first things people notice about a business or building is the cleanliness of the glass. This is often a “reflection” of the attitude of the business or building owner. Professional window cleaning is not a case of spraying on a window cleaner and wiping off with a cloth. Professional window cleaning involves the use of professional equipment and also knowing how to use it effectively.

Whether a single pane of glass or a multi story building, Acorshe have the expertise to obtain a superior result. For large commercial sites such as high rise buildings, Acorshe engage a team of high access specialists accredited in the use of elevated work platform and abseiling methods. Acorshe’s professional window cleaning and abseiling teams can clean a store front or an entire high rise building. For professional window cleaning the choice is clear....Acorshe



PRESSURE WASHING



Pressure washing is possibly one of the most cost effective ways to enhance both the appearance and value of your property. Correct technique ensures that only the dirt and grime are removed. Too little pressure and the process will be ineffective. With too much pressure surface paint and mortar joints can be stripped away causing significant damage both aesthetically and structurally. It is vitally important therefore that you engage a professional for your pressure cleaning requirements.

Acorshe pressure washing technicians know what their equipment is capable of and know the best technique to use on the various surfaces encountered. Acorshe will provide the optimum result without risking damage to your property asset. From a domestic driveway to a shopping centre car park or the façade of a multi storey building, Acorshe’s truck mounted system provides 5,000 psi of either hot or cold pressure to remove the most stubborn grime and build-up. Years of mould, mildew, soot and grime literally melt away to reveal the original surface. The results have to be seen to be believed as old looks like new again. Concrete, asphalt, tiles, brick, stone, whatever the surface, for the ultimate in professional pressure cleaning you need the team from Acorshe.



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EXIT & BOND CLEANING



Ensure you're tenure is remembered for all the right reasons by leaving a great impression on exit. The Acorshe Exit Clean team know that high attention to detail will impress property managers and enable you to receive a maximum return on your bond. From dusting and polishing, wall and ceiling cleaning, carpet and hard floor cleaning, window and glass cleaning, pressure washing and even pest control, the specialists at Acorshe will have your home, office or building looking better than when you moved in. In fact, many of Acorshe's clients have been so impressed with the quality of our exit cleaning service that they have engaged us to also undertake post fit-out cleans in their new premises. So if you want it really clean, Acorshe is your one stop solution.

PEST CONTROL



The importance of regular pest control can not be underestimated. Infestation of cockroaches, rodents and other nasties can have a negative impact on the cleanliness and hygiene of your workplace or residence. Acorshe's trained pest Control technicians can eradicate disease carrying pests from your immediate environment. Aside From the prudential health risks, pests can also cause significant damage to building infrastructure. The cost of replacing chewed through electrical wiring far outweighs the cost of a regular pest inspection and treatment. A clean work environment free of pests and vermin not only contributes to staff health but also increases staff moral with the flow on effect of increased productivity.

For example, one of the most common pests, the cockroach may be a reservoir for a range of bacteria including salmonella, staphylococcus and streptococcus. The cockroach can also harbour viruses. The cockroach will eat virtually anything ranging from food spills on a kitchen floor to faecal matter. Ingested bacteria are passed in its droppings. Cockroaches will vomit and defecate on food and it is thought that disease may be transmitted to humans w humans eat food contaminated by cockroaches. Recent research also suggests that the cockroach may also be associated with human allergies.



For a no cost appraisal of your pest control requirements contact the team at Acorshe and one of our technicians will be more than happy to assist and answer any questions you may have.

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KEY PERSONNEL

KELVIN DUNLOP serves as Acorshe's Contract Service Manager. With 20 years management experience in the commercial cleaning industry, Kelvin has a keen understanding of client needs and the experience to tailor the best solutions. His focus on client satisfaction at every level underpins Kelvin's ability to build long term relationships. Appreciating that successful business growth involves not only developing our own business interests but also those of our clients, Kelvin ensures that the experience of our clients when dealing with Acorshe is positive right from the initial quote through to the delivery of an exceptional result.



BRET JAMES Started as a carpet cleaner over 20 years ago Bret established his own business and in time included strip & seal and pressure washing services. With his wealth of hands on experience learned from the ground up, Bret was invited to join Acorshe and commenced his career with our company performing key services. Over the past 15 years Bret has moved through the ranks of our company to now serve as Acorshe's Manager of Operations. With a keen understanding of the exact approach required in each circumstance, Bret is involved with the intensive training of all Acorshe service personnel as well as our Quality assurance systems.



CASSANDRA MORRAD In her role as Acorshe's Chief Financial Officer Cassie oversees all administrative aspects of the company. Her role includes account management, payroll, HR, staff training, client liaison and WH&S compliance. Having Certificate IV in WH&S, Cassie oversees risk analysis procedures and the development of JSA's, SWMS as well as formulating safety procedures. She is also responsible for all processes related to Acorshe achieving third part certification Quality Assurance, WH&S and Environmental Certification.



AMY BROWN Is Acorshe's Administration Assistant. As first point of contact her role involves customer enquiries and database management as well as coordination. Amy works closely with the Chief Financial Officer and has a key role on the Acorshe WH&S committee. With qualifications as diverse as Certificate III in child care and studying for a Bachelor of Arts in Sociology Amy brings with her a substantial skill set ensuring that our clients enjoy a friendly, helpful, efficient and professional service each time they contact the Acorshe Head Office.



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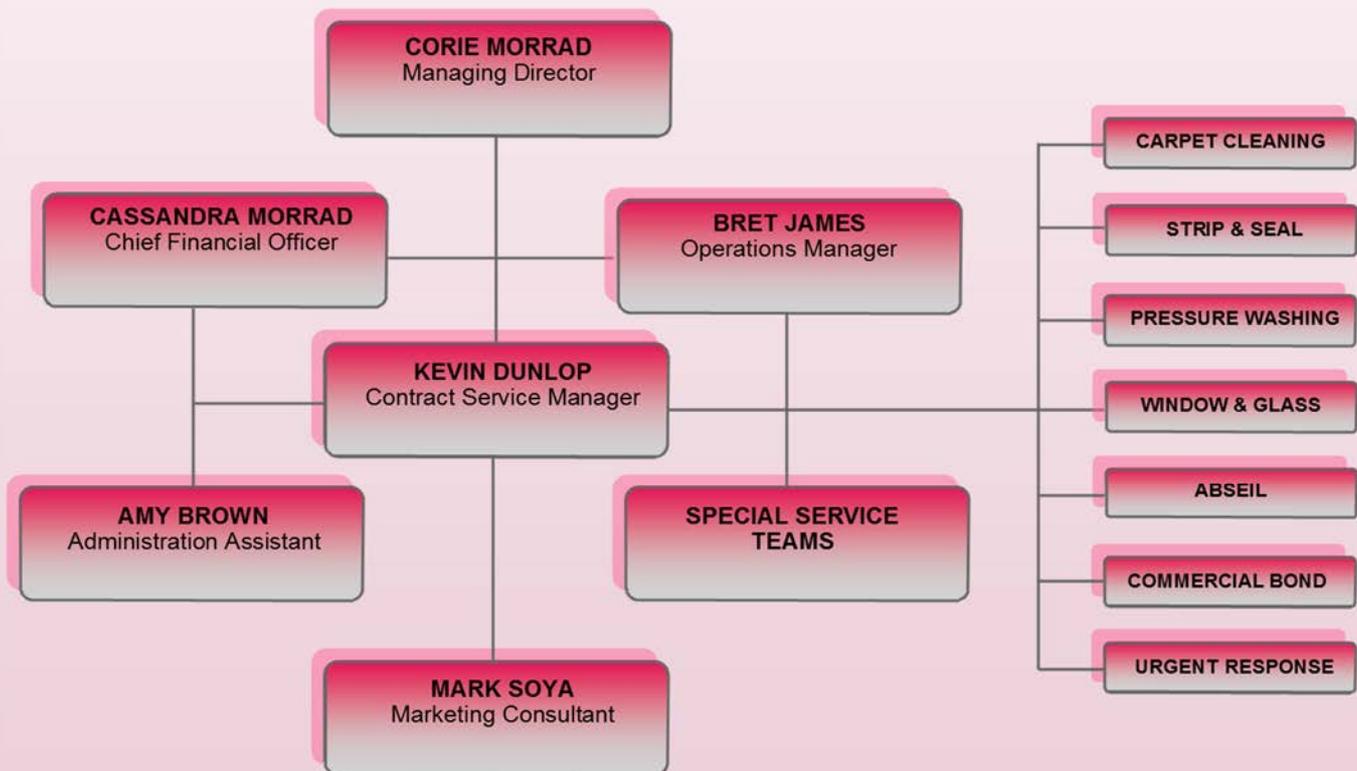
ACORSHE

ORGANISATIONAL STRUCTURE

Acorshe recognise that communication is an absolute essential to an effective and successful business. And to facilitate effective communication, good organisational structure is equally important. Whilst a free flow of information is critical within our organisation, it is meaningless if it doesn't also flow seamlessly in from and out to our clients. Each individual within our organisation has a very clearly defined role and understand the importance of listening closely to the needs of our clients and where necessary communicating both up stream and down stream to ensure that our clients specific requirements are addressed quickly and effectively.

When engaging Acorshe to provide any of our numerous services, our clients have the confidence of knowing that our internal organisational structures go into action within their assigned roles to deliver a seamless, first class service that is on time and on budget.

ACORSHE ORGANISATIONAL CHART



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HUMAN RESOURCES

Acorshe invests heavily in effective management. We realise that effective management across all levels of our organisation delivers the key outcomes our clients require, allowing for rapid response and the ability to be both pro-active and re-active, as the need requires.

Providing opportunity for career development along with genuine support, our company contributes to both the professional and personal development of our staff. This results in our developing highly specialised teams of technicians along with high staff retention and increased operational stability benefiting both our organisation and those of our clients.

EQUAL OPPORTUNITY EMPLOYER

Acorshe recognises its moral and legal responsibilities to provide an equal opportunity workplace. Our objective is to improve business by attracting and retaining the best possible employees as well as providing a safe, respectful and flexible work environment. Our recruitment processes ensure that all recruitment, selection and promotion decisions are based on the best qualified and experienced candidate who can perform the genuine occupational requirements of the position. Acorshe provide equal opportunity in employment to all suitably able people without discrimination or harassment based on personal characteristics and ensure employees are treated fairly and equitably in an environment free of bullying, harassment and sexual harassment.

CORPORATE & SOCIAL RESPONSIBILITY

Acorshe receives benefit from the communities in which we operate. Whilst it is important that the company achieve profit so as to sustain viability and growth, we also appreciate the importance of giving back to the community. The welfare of our employees is of paramount importance to our company. Through professional and personal development initiatives, Acorshe seeks to contribute to the ongoing improvement and life satisfaction of our staff. Through setting attainable goals, providing training, incentives and motivation, our staff have the ability to follow their chosen career directions and experience the satisfaction that comes from achievement. This contributes to a positive flow-on effect to the wider community through increased self-esteem as well as increased fiscal benefits through greater income and therefore spending ability which in turn supports the very business we service.

The long term viability of our company is dependent on the well-being of the people with whom we interact, whether clients, employees or the wider community in general. When and wherever possible, we will always seek to be a company committed to making a positive contribution throughout the communities in which we operate.

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QUALITY MANAGEMENT SYSTEM

Quality Management is an essential element of all our work. Acorshe is committed to ensuring the highest possible quality for all work that we undertake. Acorshe is committed to providing its clients and employees with the highest quality of service. Quality assurance is demonstrated through our engagement with all our stakeholders including clients and employees. Where potential quality lapses arise, Acorshe has appropriate procedures in place to deal with non-conformances in an efficient and timely manner.

Our commitment to quality is supported by individual policies and procedures that address the activities central to delivering our services including but not limited to the following aspects:

- Corporate Governance
- People Management
- Equality & Diversity
- Training & Development
- Staff Appraisal
- Performance & Contract Management
- Complaints & Operational Procedures
- Financial Procedures
- First Aid Training
- Child Protection
- Client Involvement
- Environment Policy
- Health and Safety

Acorshe is committed to continuous improvement and implementing appropriate quality management systems and processes to enable us to deliver the highest practicable quality services.

We will therefore:

- work with our clients and partners to develop our services to meet their needs
- conduct our business in a way that reflects our core values
- create an environment that promotes continuous improvement and knowledge sharing across all stakeholders
- ensure compliance with legal and other applicable standards
- educate and train our people to support the delivery of high quality services
- ensure that the quality of every aspect of our business consistently exceeds expectations

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OCCUPATIONAL HEALTH & SAFETY

Acorshe has a strong safety culture and a work history demonstrating that we take our responsibilities and obligations very seriously.

Our Business Management System ensures that we meet all state and federal legislative obligations whilst remaining committed to providing a safe, healthy and efficient working environment for both employees and clients.

Acorshe personnel and their representatives personally ensure that:

- suitable equipment and work methods are provided and maintained
- adequate information, instruction, training and supervision are provided
- relevant OH&S legislation, Australian Standards and Codes of Practice are used as minimum acceptable requirements
- rehabilitation of injured or ill employees is implemented as required
- employee health and safety is not compromised

Each site is provisioned with WH&S folder containing MSDS', relevant first aid information and general work safe information relevant to that site. Equipment and machinery is inspected and serviced at regular intervals ensuring safe and good working order.

Acorshe are focused on ensuring we provide a safe working environment for our staff, our clients and the public. This is achieved through our Occupational Health and Safety Management System (OH&S) and compliance with AS/NZS 4801:2001. We are also CM3 registered.

The primary objective of the Acorshe OH&S Management System is the elimination of work related injury and illness by:

- Conforming to legislative requirements, being either the Act, Regulation codes or practices
- Identifying hazards related to the business's activities
- Assessing risks associated with the hazards
- Determining suitable control measures to minimize the risk
- Reviewing controls to ensure they remain effective
- Preparing work method statements (WMS's)
- Communicating safety issues to our employees and seeking their advice and suggestions
- Supervising and training our staff
- Auditing to ensure that the aspects of the OH&S are functioning correctly
- Periodically reviewing to continuously improve OH&S

Acorshe maintain a "Zero Injury/Harm" objective and with the ongoing commitment of all key stake holders including our staff and the clients whom we service, we will continue to achieve this objective.

Acorshe is committed to ensuring a safe, healthy and hygienic environment & workplace for everyone.



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ENVIRONMENTAL POLICY

At Acorshe we have taken steps to assess and address both general and site specific environmental challenges. At Acorshe we are committed to providing superior environmental management practices. As part of our strategy we are continually investing in technologies that both improve and maximize service performance. All employees have a responsibility to assist in minimizing environmental impact and preventing pollution. Our rigorous training programs including site specific training contributes to achieving this aim. We remain committed to sustainability and recognize the importance of ensuring a healthy environment for both current and future generations. In order to demonstrate our commitment to reducing waste and emissions our Environmental Management System is based on the fundamentals of:

Reduce
Reuse
Recycle

METHODOLOGY

Our Environmental Management System includes the use of micro-fibre technology, eco friendly chemicals and energy & water efficient equipment. In addition, Acorshe is able to establish effective recycling initiatives and solutions across the sites we service. At Acorshe, we understand the importance of forming a synergy with our clients, working together to achieve successful environmental outcomes. We actively encourage ongoing communication with our clients focused on developing policy to uphold these key objectives.

SUSTAINABILITY

Acorshe will conserve resources through improving efficiencies, supplier auditing, package minimization, bulk purchasing reducing transportation whilst remaining committed to recycling and where possible decreasing resource consumption.

Our policy seeks to achieve the following aims:

- **Water:** Maximising water efficiency through all processes
- **Pollution:** Reducing overall pollution of air, ground & storm water, soil and noise.
- **Energy:** Reduction of energy usage

The above initiatives will be achieved through comprehensive staff training and ongoing monitoring of all processes. Acorshe regards our Environmental Management System as core to our values and management remains ever committed to upholding these key environmental objectives across all company operations.

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CAPABILITIES

Acorshe are renowned for delivering professional services on time and on budget. In today's fast paced high pressure world we appreciate that our clients need reliability. At Acorshe, we are all about you, our client. We are committed to offering the best service available in the industry.

Acorshe have the capability to undertake whatever our clients require from our extensive list of services and the experience to ensure the project meets or exceeds expected outcomes.

As a company, we have invested heavily in key resources such as state of the art equipment as well as training of our service delivery personnel. Our financial stability gives our clients confidence, knowing that each project we start will be completed.

Our service guarantee provides peace of mind that the job will be done right, each and every time. Your satisfaction is our priority.

That is why organisations such as those listed here and many more choose Acorshe for to provide their specialist cleaning solutions.



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SERVICES



- High Access Abseiling
- Bond Cleaning
- Builders Cleaning
- Pre & Post Occupancy Cleaning
- Flood & Fire Cleaning
- Waste Removal
- Emergency Response Services
- Vehicle Fleet Detailing
- High Dusting
- Assessment & Consultation

- Extraction Carpet Cleaning
- Fabric & Upholstery Cleaning
- Hot High Pressure Cleaning
- Cold High Pressure Cleaning
- Tile & Grout Cleaning
- Strip & Seal to Vinyl & Stone
- Stone Floor Restoration
- Protective Coatings
- Leather Care
- Window Cleaning



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FOR A NO OBLIGATION QUOTE
ON YOUR SPECIALISED CLEANING REQUIREMENTS

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