

**INSERT YOUR COMPANY LOGO HERE:**

**Quotation  
for the provision of  
Commercial Cleaning Services  
at  
ADDRESS**

**for  
CUSTOMER NAME**

**INSERT GOOGLE IMAGES PHOTO OF SITE HERE, OR  
PUT IN PROSPECT'S LOGO HERE**



**IF YOU HAVE CERTIFICATIONS, INSERT HERE**

# Contents

ABOUT COMPANY NAME™ .....	3
CUSTOMER SERVICE .....	4
PRICING.....	4
Specification - General Areas .....	5
Specification - Bathrooms.....	6
WHY COMPANY NAME?.....	7
Clear Ticket Logging System.....	7
Induction Process .....	8
Security On Site .....	8
Company Uniforms.....	8
Achievements.....	9
COMPLIANCE.....	10
Quality Assurance Plan, Supervision Of Cleaners And Task Orientation .....	10
Reporting.....	11
Inspections .....	11
Inspection and Test Status.....	11
PROCEDURES .....	12
Internal Audits .....	12
Measuring and Test Equipment and Tools .....	12
Non-conformances and Incidents.....	13
Corrective Action and Improvement .....	13
RESOURCING AND SERVICEABILITY .....	16
General Cleaning .....	16
Dust Mopping.....	16
Vacuuming.....	16
Carpet Care.....	17
Restroom Cleaning and Sanitation .....	17
Cleaning Equipment Standards .....	18
COMPANY NAME™ TEAM STRUCTURE .....	19
Management Team .....	19
On Site Team .....	19
Management organizational chart.....	20
DECLARATION .....	21
APPENDIX A .....	22
Quality Standards Certification ISO 9001:2008.....	22
COMPANY NAME™ Quality Policy .....	22
Environmental Standards Certification ISO 14001:2004 .....	23
COMPANY NAME™ Environmental Policy .....	23
Work Health and Safety Standards Certification AS/NZS 4801:2001 .....	24
COMPANY NAME™ Workplace Health and Safety Policy .....	24
APPENDIX B .....	26
COMPANY NAME's™ Worker's Compensation and Public Liability Certificate .....	26

## ABOUT COMPANY NAME™

COMPANY NAME™ provides cleaning services that your business can count on. Our Team genuinely care about providing a great job, because they are professional cleaners – this is all they do, and they are aligned with our key business objectives - to provide exceptional service, reliability and quality workmanship. Everything COMPANY NAME™ do is centric to this objective and is designed to meet the specific needs of both Customers and Staff of your business.

COMPANY NAME™ believes that it is important to have tangible, measurable goals which are set at the beginning of each new contract. We use an electronic sign in/out as well as an online communication portal – this service allows for any non-compliances to be logged, and a photo attached – making it easy for you to see when our team arrive and depart your site, what tasks they completed, and that they complied fully with all WHS on your site.

COMPANY NAME™ adheres to and is triple ISO certified in the guidelines of the Australian/New Zealand International Standards as set out in ISO 9001:2008, ISO 14001:2004 and AS4801:2001 for best practice covering Environmental, Quality and Safety Management Systems.

As a COMPANY NAME™ client, you can be assured that each new set of contract specifications represents the most current standards for cleaning excellence and proficiency available anywhere.



## CUSTOMER SERVICE

COMPANY NAME™ have been providing high quality cleaning services to buildings for over 20 years.

Our ongoing commitment to excellence and an outstanding customer experience at every visit is second to none. Our Cleaning Staff are career cleaners, this is not their 2nd job – which means there is a high level of care on a personal level from each and every cleaner to 'get it right' and ensure that the cleaning service they provide each day is the highest quality, and meets all of the service standards set.

In addition, our team are extremely reliable, our clients get the same cleaner every service – at COMPANY NAME™, we do not chop and change cleaners. Our Cleaners stay with us because we look after them well, we pay them in accordance with the Fair Work Australia guidelines, and we always pay them on time.

We have long lists of Cleaners looking for work, however, we only ever employ the best cleaners to work on COMPANY NAME™ sites.

## PRICING

Based on the detail specification you provided, our price to provide cleaning services on a XX day per week basis will be \$XXX.00 + GST per week.

## Specification - General Areas

Specification	Weekly						Fortnightly	Monthly
	Tues	Wed	Thurs	Fri	Sat	Sun		
Sweep/ vacuum all timber and tiled floors	✓	✓	✓	✓	✓	✓		
Mop all timber and tiled floors	✓	✓	✓	✓	✓	✓		
Move furniture on a rotational basis to clean under	✓	✓	✓	✓	✓	✓		
Spot clean all walls, doors and light switches	✓	✓	✓	✓	✓	✓		
Full squeegee clean of all entrance windows and external balcony glass	✓							
Spot clean all glass	✓	✓	✓	✓	✓	✓		
High dusting including all fans, air-con vents and units.								✓
Damp wipe all table bases as required				✓				
Keep all mirrors polished and free of dust, smears and finger prints	✓	✓	✓	✓	✓	✓		
Keep entire site, interior and exterior free of cobwebs as required		✓				✓		
Wash & disinfect rubbish room floor and interior and exterior of bins							✓	
Empty all bins	✓	✓	✓	✓	✓	✓		
Clean all office areas		✓			✓			
Reporting of any maintenance issues as required								
Hose down and scrub	✓			✓				
<b>Balcony</b>								
Balcony mopping		✓	✓		✓	✓		
Clear plastic blinds wash including timber	✓			✓				✓
<b>balustrading</b>								
Jetty removal of bird droppings where necessary				✓				

## Specification - Bathrooms

Specification	Weekly						Fortnightly	Monthly
	<i>Tues</i>	<i>Wed</i>	<i>Thurs</i>	<i>Fri</i>	<i>Sat</i>	<i>Sun</i>		
All bathrooms to be maintained to a very high level	✓	✓	✓	✓	✓	✓		
Mopping of all floors	✓	✓	✓	✓	✓	✓		
Spot clean all walls & doors	✓	✓	✓	✓	✓	✓		
Clean & sanitise toilets and urinals	✓	✓	✓	✓	✓	✓		
Polish mirrors & Basin Tops	✓	✓	✓	✓	✓	✓		
Ensure air conditioning vents to be dust free								✓
Downstairs bathroom and showers clean								

## WHY COMPANY NAME?

### Clear Ticket Logging System

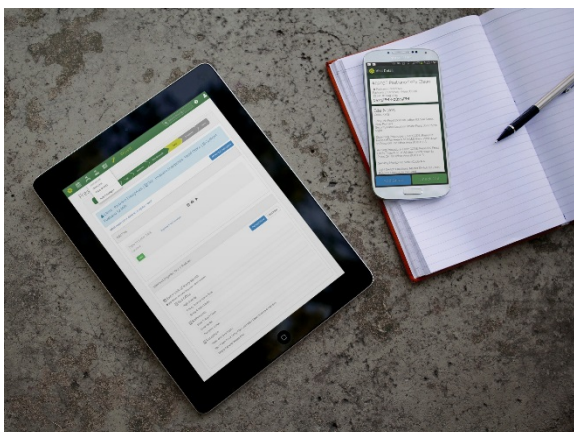
At COMPANY NAME™ we know we have to measure our activities in the field to ensure we can manage our team effectively while on your premises. This is why we have invested in the SWEPT field management system - purpose built for contract cleaning companies to manage and monitor our staff in the field.

SWEPT is a cloud-based software specifically designed for cleaning companies and their staff.

It allows us to:

- Provide accurate and specific work order details to our team
- Ensure periodical tasks are never overlooked
- Allocation of these tasks to the appropriate staff member in real-time
- Securely control delivery of site information, induction info, security and emergency contacts
- Provide management feedback on completeness of cleans and task history
- Provide a record of specific or irregular cleaning activities for facilities management or asset management reporting
- Easily log a non-compliance and upload a photo to show same.

The SWEPT system gives us eyes in the field and provides us with the visibility of our teams' entry and exit times, anything requiring remedy or repair on-site, an ability for you to login to our web-portal to see the work that has been completed and should something have not been



completed, you can upload a photo to go with the non-compliance; and it even allows you to raise service orders via your own mobile phone. This ensures we are aware of the actions of our staff at all times while on your premises and are clear of your needs and able to exceed them, everyday, everytime.

Figure 1 SWEPT Online Logging System Homepage

## **Induction Process**

All COMPANY NAME™ staff are fully inducted into all our work sites, and this process will shortly move to our online system which will give further transparency to in regards to whom is on site and for how long at each visit.

## **Security On Site**

Electronic time and attendance for your site. Adding another layer of security, and transparency on servicing. Also meeting work health & safety (WHS) requirements for staff onsite. Should a COMPANY NAME™ staff member fail to log in or out at the allocated time, the system will automatically send the COMPANY NAME™ Supervisor a text message to follow up on their whereabouts.

## **Company Uniforms**

All COMPANY NAME™ Staff wear a company uniform of a blue polo shirt, with a COMPANY NAME™ logo on the left hand side.



## Achievements

We're highly recognised within our own Industry. Some of our most recent achievements are:

### *WINNERS*

Small Business ICON Award winners for 2014

### *WINNERS*

Cleaning Company of the Year for 2013

### *WINNERS*

Innovation Through People Award 2014

### *FINALISTS:*

AGAR Company Award 2014

### *FINALISTS*

BSCAA Excellence Awards – Excellence in the cleaning of commercial site

In addition, we are regularly asked to speak and lecture to Cleaning Company Owners in both Australia and the US. In November, 2014, we spoke at the ISSA/ARCSI InterClean Event in Orlando, Florida, and we have been invited to speak at Small Business event in April 2014 in front of 5,000 other business owners.

COMPANY NAME™ is the type of company you want on your side when compliance to international standards, experience and a great track record is of the utmost importance to your business. COMPANY NAME™ is a company with Standards and principles that are rare to today's cleaning industry.

COMPANY NAME™ is registered and certified to the following International standards:

- Quality Standards Certification ISO 9001:2008
- Environmental Standards Certification ISO 14001:2004
- Work Health and Safety Standards Certification AS/NZS 4801:2001

***Refer to the Appendix A to see our Policy documents.***



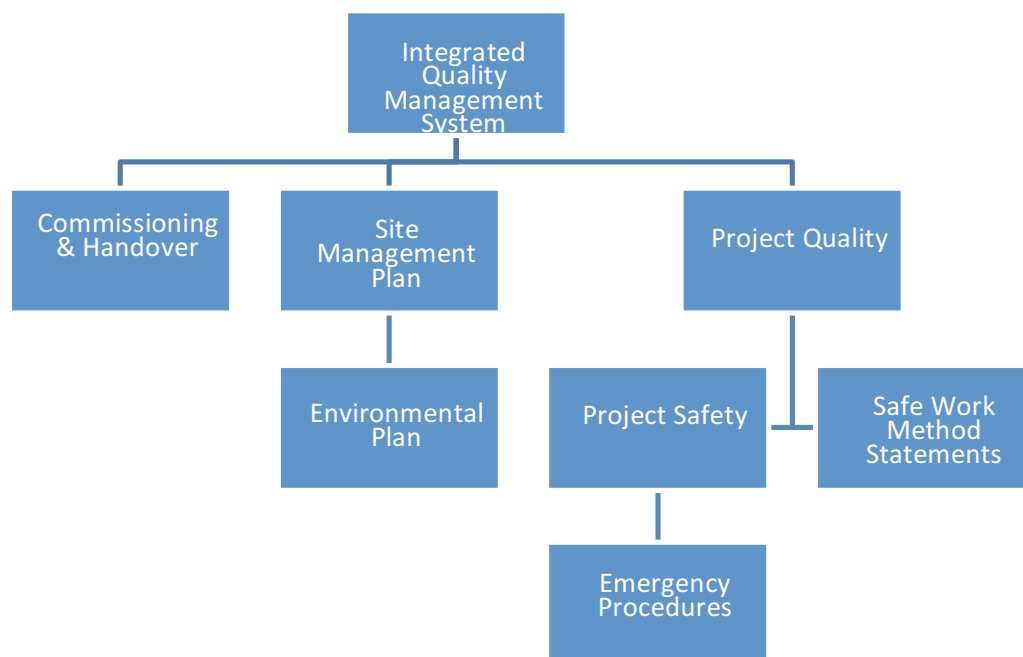
## COMPLIANCE

### Quality Assurance Plan, Supervision Of Cleaners And Task Orientation

COMPANY NAME™ will develop a site specific Quality Assurance Plan that describes the processes and best practices to be complemented by COMPANY NAME™ specifically for your site/s. As part of this Quality Assurance Plan, COMPANY NAME™ will appoint an on-site supervisor to monitor, supervise and control the day-to-day quality, output and compliance to the specification and expectations of the Building Manager, and your Owners and Tenants. Further to the appointed onsite supervisor, COMPANY NAME™ management (Hamish Macqueen & Richard Juracich) as well as Supervisors, will regularly visit on a weekly basis during implementation and over the first month, and at least on a monthly basis thereafter.

The Quality Assurance Plan includes and references specific procedures, work methods and forms to be followed and utilised during the project to ensure adherence to predefined quality objectives and targets and that the task orientation of all cleaners is being adhered to. COMPANY NAME's integrated Quality Management System incorporated in the plan is based on the Quality Management Standard AS/NZS ISO 9001:2008 for which COMPANY NAME™ are fully certified.

The below chart indicates the hierarchy of plans that may be required for delivery of cleaning services to your organisation and the location of the Quality plan within that structure.



## Reporting

COMPANY NAME™ have engaged SWEPT to provide our online system for logging issues or non-compliances and uploading photos of same. This system allows the Building Manager, at your site to raise concerns quickly and efficiently using our online portal with any quality issue that may arise in the weekly cleaning process plus attach to the ticket, an image of the problem area.

In addition, this system also provides Electronic time and attendance for every site. Adding another layer of security to the building, and transparency on servicing. Also meeting work health & safety (WHS) requirements for staff onsite. Should a COMPANY NAME™ staff member fail to log in or out at the allocated time, the system will automatically send the COMPANY NAME™ Supervisor a text message to follow up.

## Inspections

Inspections are used to ensure high quality standards set by COMPANY NAME™ for your business are being met.

Projects require aspects to be inspected, tested, checked and verified to ensure that the quality of the work meets specifications and requirements; and that any work and/or documentation that does not conform to relevant specifications or requirements is identified, segregated so it is not used, and rectified before work continues.

## Inspection and Test Status

The inspection, test or verification status of work or documentation is appropriately identified, to indicate inspections, tests or verifications completed and whether they revealed conformance to requirements or not. Methods of identification include but are not limited to:

- Site meeting minutes
- Review and approval signatures on drawings and specifications
- Sign offs on inspection records
- Site inspection reports
- Use of markings or labels on materials, products or completed work

## **PROCEDURES**

### **Internal Audits**

To ensure that the Integrated Quality Management System is operating effectively, COMPANY NAME™ conduct independent and internal audits regularly, such that all elements of the Integrated Management System are audited at least annually, usually on a current or recently completed job. Currently, a full Integrated Management System audit is conducted by an external auditor every 12 months. Additionally, audits are conducted on specific jobs or projects if they are deemed necessary by the Managing Director.

Audit findings are reviewed by management and corrective actions instigated to rectify deficiencies or improve work practices, as appropriate.

The WHS and Environmental regulations and legislations that are relevant to our business are listed in our OHS and EMS Project Plan Standard forms. As part of our Integrated Management System audit, these documents are checked for currency against latest versions shown on the internet.

Occupational health and safety and environmental management audits are conducted regularly on site.

Non-conformances may be raised where deviations from the requirements of the Integrated Management system, the management system standards, legislative requirements or the documented practices are found. These are discussed with the people concerned and timely action is taken to rectify. Follow up audits are conducted to verify that actions have been completed and are effective. Audits are conducted by people who are independent of the work or activity being audited.

### **Measuring and Test Equipment and Tools**

Inspection, measuring and test equipment used in performing work and verifying the conformance of work to specific requirements is only used by trained and qualified people.

COMPANY NAME™ ensures tag and test of all electrical equipment and test equipment in accordance with manufacturer's instructions, to

ensure ongoing reliable performance and accurate results. If equipment is damaged or found to be out of calibration it is repaired by an authorised laboratory or replaced. Before any of the equipment is used, it is checked to ensure it is operating satisfactorily for the purpose of the work. Equipment specification and calibration records are made available to the client, if required.

All electrical equipment is checked and tagged by a qualified person. The use and storage of electrical items is monitored and controlled by maintaining an Electrical Tools Register.

## **Non-conformances and Incidents**

The control of non-conformances, defects, discrepancies, accidents and incidents ensures that products or works that do not conform to specified requirements, or pose a threat to personnel safety or the environment, are prevented from inadvertent use.

Prompt identification and effective rectification of non-conformances and incidents ensures that:

- there are no defects in work completed for the client,
- unsafe work practices and work areas are eliminated,
- non-conforming or unsafe materials are not used, and
- impacts on the environment from the work activities are minimised.

COMPANY NAME™ take full responsibility for taking prompt action on any defective or unsafe work or processes that do not conform to specified requirements. Nonconforming, defective or unsafe materials are identified and segregated to ensure that they are not used in the works. Where these materials or work affect the quality or safety of the final product we place that part of the work on hold until corrective action is completed. This includes Cleaners work.

Non-conformances and unsafe practices are identified by regular inspection procedures, by conducting audits, by supervisory staff, or reported by any personnel. Environmental and safety incidents are actioned immediately to minimise damage or injury. Incidents are reported, analysed and reviewed, and appropriate action taken to prevent recurrence.

## **Corrective Action and Improvement**

COMPANY NAME™ aim to prevent anything from going wrong by using our initiative, experience and foresight. We instigate corrective or preventive action to prevent problems from occurring or re-occurring,

and identify anything that needs corrective action or improvement.

The Managing Director will instigate such action as a result of reviewing non-conformances, incidents, complaints, audit reports, accident reports & employee suggestions. All employees are responsible to acknowledge complaints from customers, record the details in an incident Report, and notify the Operations Manager. The Operations Manager will investigate and resolve the complaint, raising a Non-conformance if appropriate.

Corrective and preventative actions are recorded on the Non-conformance and Improvements Register and problems, incidents and complaints are investigated to determine the root cause.

Possible solutions are identified, implications are considered (problem size VS risk involved) and preferred course of action decided.

All corrective and preventive actions taken are reviewed to make sure they are effective and have improved our business operation. Records of corrective and preventive action items are kept for review by the management team.



## **RESOURCING AND SERVICEABILITY**

COMPANY NAME™ will provide professional and trained cleaners to ensure our clients standards and expectations are met and exceeded. COMPANY NAME™ is committed to using environmentally friendly and recyclable products wherever possible and will provide a product listing intended for use upon appointment. COMPANY NAME™ will comply with the site safety and induction requirements and will provide and store Safety Data Sheets in the appropriate areas at all times.

All cleaning tasks are completed in order of Obtaining Supplies, Preparing Area, Performing Cleaning and Maintenance, Replenishing all supplies, Countering any odours and check task performed against specification and standard.

### **General Cleaning**

- Microfiber, lint-free dusting cloths are preferred instead of cotton cloths.
- Always use a folded cloth. Spray cloth with cleaner. Be sure to refold when full of soil. Refolding provides more cleaning surface area and maximizes effective use of the cloth.
- Use designated colour cloths for different spaces, for example, for restrooms.
- Soiled cloths are to be placed in a container to be laundered.

### **Dust Mopping**

- A micro-fibre flat mop is preferred over a dry or chemically treated cotton mop.

### **Vacuuming**

- HEPA filters are required for vacuums.
- Vacuum bags should be checked periodically and changed out when half-full.



### **Carpet Care**

- Carpets are steam cleaned once a year using professional standard carpet cleaning equipment.
- Our machines use less water, fewer chemicals and have advanced ergonomic features compared to non-certified equipment.
- Interim carpet cleaning is scheduled to address the needs of high traffic areas.
- Carpets are pre-sprayed before cleaning. Activeion is an effective pre-spray used for most stains.
- A communication program to educate customers on the handling of small spills, and who to call so that spills can be removed is maintained by the Onsite Supervisor.

### **Restroom Cleaning and Sanitation**

- Maintained to ensure they are free of dust, loose rubbish, chewing gum and soap scum
- Crème Cleaner, Disinfectant and bacteria-based odour counteractants will be used to clean wash basins, metal surfaces, urinals, toilet bowls, doors, partitions, door knobs, receptacles and dispensers
- Light fixtures, mirrors and glass surfaces will be cleaned with glass cleaner
- Bins will be emptied and relined
- Floors will be damp mopped and the solution will be changed between restrooms

## Cleaning Equipment Standards

- Powered cleaning equipment that helps to reduce building contaminants and minimize any negative impact to the built and natural environment is used. Propane-powered equipment shall not be used.
- Vacuum cleaners have high filtration systems and/or HEPA systems. These systems have a positive impact on indoor air quality.
- Powered floor maintenance equipment, including electric powered floor buffers and burnishers, equipped with vacuums, guards and/or other devices for capturing fine particulates and operate with a sound level of less than 70dBA is used.
- Automated scrubbing machines are equipped with variable- speed feed pumps and on-board chemical metering devices to optimize the use of cleaning fluids. COMPANY NAME™ are committed to a phase-in of scrubbing machines that use only tap water with no need to add additional cleaning products. This phase-in will be completed in five years.
- The powered equipment is ergonomically designed to minimize vibration, noise, and user fatigue.
- The equipment is designed with safeguards, such as rollers or rubber bumpers, to reduce potential damage to building surfaces.



## COMPANY NAME™ TEAM STRUCTURE

### Management Team

#### *Hamish Macqueen – Managing Director*

Managing Director and Founder of COMPANY NAME. Established COMPANY NAME™ in 1995, to provide high quality cleaning services to the commercial sector throughout the Sydney metropolitan area. Responsible for overall strategic planning and direction of the business in Australia and New Zealand.

#### *Richard Juracich – Director of Operations*

Richard is responsible for Operations at our customer sites, overseeing all aspects of service delivery to our Customers.

#### *Lisa Armstrong – Director of Sales & Marketing & Quality, Environment and OH&S Compliance Manager*

Experience of 20 years in Sales and Marketing. Previously involved with large Hotel Chains and travel related products. Specialises in business to business client contact and communication. Lisa manages all facets of our Integrated Management System which combines the triple ISO's of Quality/Environmental Management & OH&S, ensuring that COMPANY NAME™ meets all legislative and regulatory requirements, and committed to providing high quality service to our Customers.

#### *Phillipa Fawle – Finance Manager*

Experience of 35 years working in the accounting field. Handling all aspects of COMPANY NAME's accounts.

#### *Michell Cudmore – Strategic Account Manager / Compliance Manager*

Michell is responsible for Key Account and developing new business opportunities, overseeing all aspects of service delivery to our Customers. Experienced in Strategic Procurement and business management – Michell also oversees the ISO Standards and has also owned and operated her own business.

#### *Maddie – Executive Assistant*

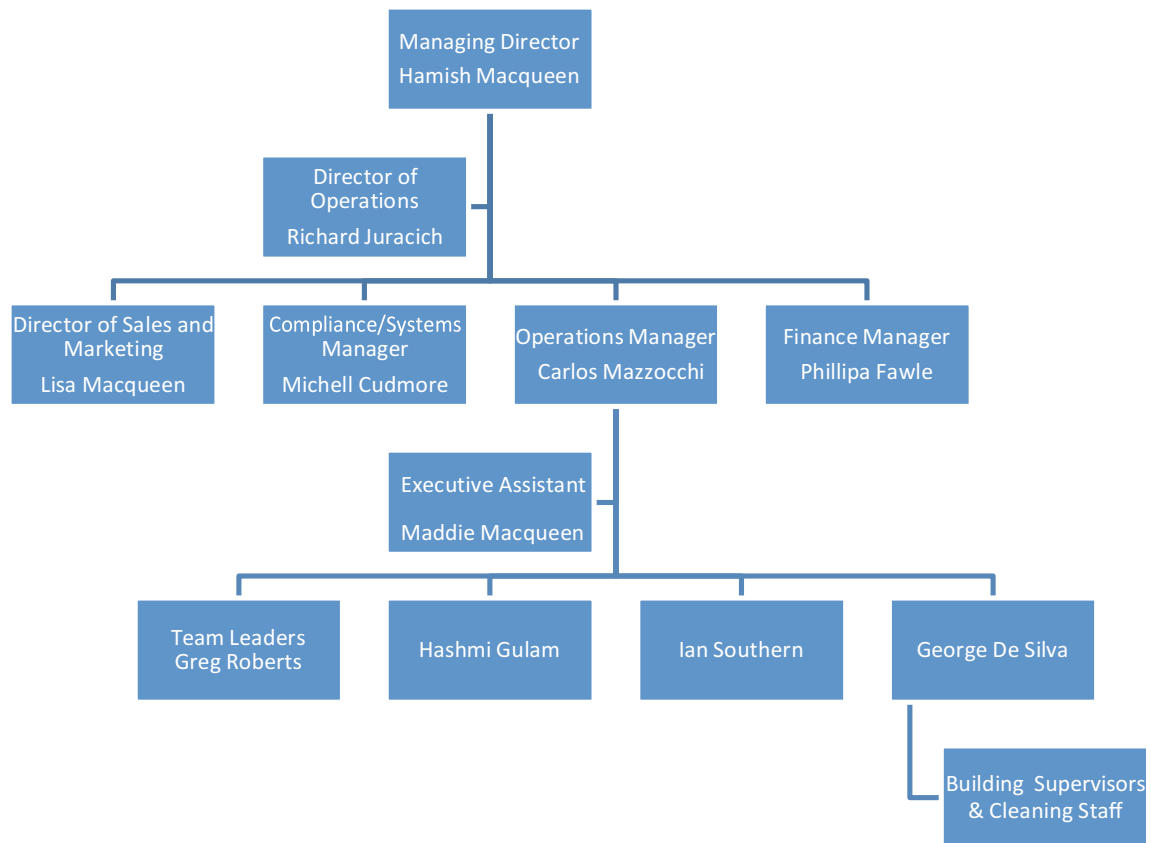
Responsible for ensuring all paperwork and enquiries are handled in an efficient and professional manner.

### On Site Team

#### *Greg Roberts – Team Leader/Operations*

Experience of over 15 years in all facets of the cleaning service industry. Greg is Team Leader/Operations and is responsible for service delivery and quality control for a team of over 30 cleaners.

## Management organizational chart



## DECLARATION

We hereby offer to supply the products and/or/services proposed in this Offer at the prices quoted and in accordance with the Conditions of Offer. This Offer remains valid for the period required in the Invitation Document.

SIGNED for and on behalf of COMPANY NAME™ NSW Pty Ltd



Hamish Macqueen  
**MANAGING DIRECTOR**



Hamish Macqueen  
Cleancorp™ Founder | Managing Director

**Cleancorp™**  
**1300 211 944**

[enquiries@cleancorpnsw.com.au](mailto:enquiries@cleancorpnsw.com.au)  
[www.cleancorpnsw.com.au](http://www.cleancorpnsw.com.au)

## **APPENDIX A**

### **Quality Standards Certification ISO 9001:2008**

COMPANY NAME™ is registered and certified to the International Standards of Quality as set out in ISO 9001:2008.

### **COMPANY NAME™ Quality Policy**

COMPANY NAME™ is a cleaning company which provide a service to customers requiring either commercial or end of lease cleaning in Australia and New Zealand.

As part of our commitment to the quality of our service and to ensure client satisfaction, we have implemented an Integrated Management System and are third party certified against the AS/NZ ISO 9001 standard.

Quality objectives have been established and are monitored through the Business Improvement Plan. This plan is continually reviewed informally and is also formally reviewed during Management Review meetings.

COMPANY NAME™ complies with all legislative and regulatory requirements and is committed to providing a high quality service to our customers. We encourage customer feedback to assist with the continuing development and refinement of our processes, which we believe, allows us to fulfil and exceed our customer's expectations. COMPANY NAME™ customers receive a high quality service, because of our rigorous cleaner selection process. COMPANY NAME™ has a pre-engagement assessment process to ensure the Cleaner is suitable for the work required at the standard expected. This is supplemented with regular on site monitoring of their work, and in addition, our online Time & Attendance software.

The Integrated Management System is managed at Head Office and all office staff are fully involved in its development. Senior management fully endorses this Quality Policy and the implementation of the Integrated Management System.

## **Environmental Standards Certification ISO 14001:2004**

COMPANY NAME™ is registered and certified to the International Standards of Controlling Environmental Systems as set out in ISO 14001:2004.

### **COMPANY NAME™ Environmental Policy**

COMPANY NAME's Environmental Management System applies to all operations and services of the Business. All employees, Office Staff and Cleaning Staff are expected to comply with the spirit of this policy.

Senior Managers promote environmental awareness to the employees, Office Subcontractors and Cleaning Staff to increase understanding of environmental matters. They, in turn, provide full consideration to the care of the flora, fauna, air, land and water, and to the community health and heritage which may be affected by these activities and therefore minimise COMPANY NAME's carbon footprint.

We aim at achieving continual environmental improvement through the implementation of an integrated management system (IMS). The IMS includes environmental objectives and targets and is compliant with AS/NZS ISO 14001:2004.

Our objectives and targets are identified in our Business Improvement Plan. These objectives and targets include factors where the potential environmental effects of our activities can be improved and better controlled.

The environmental objectives are regularly monitored and the environmental performance is audited as part of the Integrated Management System in line with the internal audit schedule.

To fulfill these commitments, COMPANY NAME™ observes all environmental laws, standards and regulations, and uses wherever possible, products that promote the use of less (or no) chemicals.

## **Work Health and Safety Standards Certification AS/NZS 4801:2001**

COMPANY NAME™ is registered and certified to the International Standards of Controlling Safety Management Systems as set out in AS/NZS 4801:2001.

### **COMPANY NAME™ Workplace Health and Safety Policy**

The health, safety & welfare of all people involved in COMPANY NAME's™ business or our contacts are of primary concern. This concern is reflected in the way we plan our work activities, equip our employees and perform and control our work processes.

COMPANY NAME™ NSW Pty Ltd OH&S management system forms part of the integrated Management System (IMS) which is compliant with OHS/NZS ISO 18001:2007 and applies to all operations and services of COMPANY NAME™. All employees, Office Staff and Cleaning Staff are expected to comply with the spirit of this policy.

COMPANY NAME's™ objective is to provide a healthy and safe work environment where all employees can work productively, and others can visit, without risk of injury or illness. Occupational Health & Safety objectives and targets have been identified which support this policy.

Through consultation with both our employees and our Customers, we are committed to the continual improvement of our occupational health and safety performance and the maintenance of our OH&S management system in compliance with all applicable legislation.

COMPANY NAME™ operates a healthy and safe workplace which by providing and maintaining:

- Safe plant and equipment;
- Protective clothing and safety equipment;
- Safe work practices and procedures;
- Information, training and supervision;
- Regular OH&S meeting with review of performance; and
- Measurable objectives to monitor improvement.

The COMPANY NAME™ Managing Director accepts overall responsibility for the effectiveness of workplace health, safety and welfare, while Managers and Supervisors at all levels are responsible, within the scope of their authority, for ensuring the requirements of the company OHS Management System are implemented and conveyed to all employees,



sub-contractors and visitors.

All employees are encouraged to communicate and be involved in health and safety matters, to comply with our Quality Management System, and to:

- Adhere to safe work practices, procedures, instructions and rules;
- Raise any OH&S concerns or issues with COMPANY NAME™ management;
- Perform all duties with regard to their own and other's health and safety;
- Co-operate with management to ensure health and safety responsibilities are fulfilled; and
- Aim to achieve the WHS Objectives and Targets set by the company.

Office & Cleaning Staff are made aware of these responsibilities by their supervisor/s.

In pursuit of these aims and objectives, COMPANY NAME™ undertakes to comply with relevant health and safety legislation and regulations, in accordance with the Occupational Health and Safety Act 2000.

## APPENDIX B

### COMPANY NAME's™ Worker's Compensation and Public Liability Certificate



Xchanging Integrated Services Australia Pty Ltd  
Agent for the NSW WorkCover Scheme  
PO Box Q1462 QVB Post Office NSW 1230  
Level 2, 201 Elizabeth Street  
Sydney NSW 2000  
ABN 83 564 379 108/008

Telephone: 02 8667 9950  
Facsimile: 1300 723 420  
Email: [info.nsw@au.xchanging.com](mailto:info.nsw@au.xchanging.com)  
Website: [www.xchanging.com.au](http://www.xchanging.com.au)

#### CERTIFICATE OF CURRENCY

Monday, 30 June 2014

CLEAN CORP (NSW) PTY LTD  
DAYDREAM STREET  
WARRIEWOOD NSW 2102

Dear Sir or Madam,

#### 1. STATEMENT OF COVERAGE

The following policy of insurance covers the full amount of the employer's liability under the *Workers Compensation Act 1987*.

This Certificate is valid from 30/06/2014 to 30/06/2015

The information provided in this Certificate of Currency is correct at: 30/06/2014

#### 2. EMPLOYERS INFORMATION

Policy Number 15FM104056GWC154  
Legal Name CLEAN CORP (NSW) PTY LTD  
Trading Name  
Trust Name  
ABN 90070909616  
Trust ABN

WorkCover Industry Classification Number (WIC)	Industry	Number of Workers*	Annual Wages†
786610	CLEANING SERVICES (NON NSW GOVERNMENT CONTRACT)	13	\$500,000

\* Number of workers includes contractors/deemed workers

† Total wages estimated for the current period

#### 3. IMPORTANT INFORMATION

Principals relying on this certificate should:

- Ensure it is accompanied by a statement under section 1758 of the *Workers Compensation Act 1987*
- Check and satisfy themselves that the information is correct and ensure that the proper workers compensation insurance is in place, i.e.
  - Confirm that the description of the industry/industries noted is appropriate
  - Compare the number of employees on site to the average number of employees estimated
  - Ensure that the wages are reasonable to cover the labour component of the work being performed

A principal contractor may become liable for any outstanding premium of the sub-contractor if the principal has failed to obtain a statement or has accepted a statement where there was reason to believe it was false.

Yours Sincerely,

Adam Hocker  
Assistant Underwriter  
Xchanging - Agent for the NSW WorkCover Scheme  
Phone :02 8667 9950 Fax: 1300 723 420

#### Your privacy

Your privacy is important to us. To find out how Xchanging use, collect personal and health information and how we protect your privacy, please visit our website [www.xchanging.com.au](http://www.xchanging.com.au) or call our Privacy Officer on (02) 8667 9700.



## Certificate of Currency

11 May, 2015  
Ref: 15040559

**Re: CLEAN CORP (NSW) PTY LTD**

This certificate of insurance confirms that cover has been issued subject to payment, policy terms and conditions.

**Class** : PUBLIC LIABILITY  
**Policy No.** : 2003GL7599  
**Period** : 01/05/15 to 01/05/16  
**Insurer** : LLOYD'S OF LONDON - CLEANERS "A"

**Covering:**

**INSURED:** CLEAN CORP (NSW) PTY LTD

**SITUATION:** AT & FROM NSW

**UNDERWRITER:** CERTAIN UNDERWRITERS AT LLOYD'S UNDER AGREEMENT  
NUMBER HSG/BGH/14/1666  
UNIQUE MARKET REFERENCE NUMBER: B1294HSGBGH141666

NOTE THAT IN EFFECTING THIS CONTRACT WE ARE ACTING UNDER THE  
AUTHORITY GIVEN TO US BY CERTAIN UNDERWRITERS AT LLOYD'S AND ARE  
ACTING AS AN AGENT FOR THE INSURER AND NOT THE INSURED.

**COVERAGE**

LEGAL LIABILITY IN RESPECT TO CLEANING CONTRACTORS

**ACTIVITIES:**  
OFFICE CLEANING (ALL OUTSIDE BUSINESS HOURS).  
FACTORY/INDUSTRIAL CLEANING (ALL OUTSIDE OPERATING HOURS).  
RETAIL CLEANING INCLUDING CAFES DURING OPERATING HOURS.

**JURISDICTION:** WORLDWIDE EXCLUDING USA AND CANADA

**LIMIT OF INDEMNITY:** \$20,000,000 EACH & EVERY OCCURRENCE BUT IN THE  
ANNUAL AGGREGATE IN RESPECT OF PRODUCTS LIABILITY

**LOSS OF KEYS LIMIT:** \$50,000

**THE EXCESS APPLICABLE TO EACH AND EVERY CLAIM IS:**

A) \$10,000 IN RESPECT TO WORKER TO WORKER CLAIMS; AND