



RETAIL

INDUSTRIAL

OFFICE

MAINTENANCE

*Cm3 Certified Supplier*



Quality  
ISO 9001



**RE: CLEAN BUSINESS SERVICES COMPANY PROFILE**

We have pleasure in submitting our Company Profile for your consideration of our Cleaning Services

Our policy is to provide you with the best possible services.

Details of our Company, Management and Quality Assurance Systems, and other information that provide an insight into the professional manner in which we conduct our business, can be viewed in the attached Company Profile.

Our Management Team incorporates specialists from all avenues of the cleaning business industry. Clean Business Services focus is on maintaining a high level of service to our clients, stakeholders and customers. Our team has a proven track record with many years of experience in management of cleaning resources, client liaison and human resource capability at all levels.

I trust the following meets with your requirements, however should you require any further information please do not hesitate to contact me on 0414 974 797.

Yours sincerely,

VICTOR LOPES  
General Manager



Executive Summary	4
Company Profile	5
Organisational Chart	6
Management Roles and Staff Responsibilities	
Management Profiles	8
Compliance and AS/NZS ISO Standards Brief	9
Pricing Schedule	11
Cleaning Specifications	13
Risk Management Program	14
Implementation and Delivery of Contract Services Flow Graph	18
Environmental Management Impact System Policy's	19
Quality Assurance	20
Key Process for Technical Support to Contract Management	21
Human Resources and Employee Induction	22
Code of Practice	23
Value Add Services	24
Australian Business Register Details	26
Insurance details	27
References	



## EXECUTIVE SUMMARY

### **Philosophy: Benchmarking standards provides direction for quality cleaning**

Our submission has been prepared in consultation with all members of our management team, led by our General Manager Victor Lopes who has over 12 years experience in ownership and management of cleaning companies. His achievements span over 22 years and he is highly experienced in maintaining customer focussed standards having held senior management positions within the cleaning and retail industry; and his strength in human resource, buying, selling, logistics and administration has maintained his strong business acumen.

Our management team incorporates specialists from all avenues of the cleaning business industry. Clean Business Services focus is on maintaining a high level of service to our clients, stakeholders and customers. Our team has a proven track record with many years of experience in management of cleaning resources, client liaison and human resource capability at all levels.

Performance is maintained through our experienced hands on operators and senior managers. Senior management include Jose Pacheco, Operations Manager has in excess of 23 years working within the corporate management of cleaning operations of commercial, industrial, hospital and retail sites. With his high level of expertise within cleaning he instantly improves productivity, quality and efficiency of works.

Clean Business Services, corporate and professional businesses are built on a long term trust relationship with each other that combine both an organisational approach, with the resources of our operations and administrative teams, and utilising past records and previous experience to complete all expressions of interest for cleaning and building maintenance services.

Clean Business Services has the capacity to perform all requirements of the cleaning specifications within the time frames specified, the most appropriate cleaning methods, and environmentally based and best work practices are used to maintain service excellence.

Utilising these up to date safe work processes, Clean Business Services maintains a register of all our chemicals, environmentally sound, safe and suitable for each task, ensuring current MSDS are displayed within easy access at all times. Regular monitoring and risk assessments of our equipment and processes by management, ensure they are well maintained, comply with regulations, OH&S and are suitable to achieve all service outcomes provided to our clients and customers, and ensures that the job will be done right.

We look forward to providing you with all relevant documentation to help support our submission; we trust that we can provide sufficient information to clearly define our directions, service methodologies and our commitment to provide quality delivery of services to meet all listed outcomes.



## COMPANY PROFILE

Clean Business Services will commonly be known as CBS throughout this document. CBS provides management of cleaning services to ensure they are safely performed, environmentally sound and meet the highest expectation of quality. Our business management practices include pro-active actions to minimise risk exposure. Monitoring of our safety program provides our clients and customers with a high level of safety conscious and reliable work force, not only committed to providing excellent service but they are fully supportive of all elements required to reduce the environmental impact within their work areas by assessment of activities and actions throughout our quality management program and compliance systems.

Clean Business Services is a product of three companies; merged to provide our existing and future clients with best practice, experience and services that are available within this changing market.

CBS has over 30 years experience in the service industry. We provide a wide range of services to building complexes including commercial offices, colleges, defence garrison support, laboratories, computer installations and retail outlets.

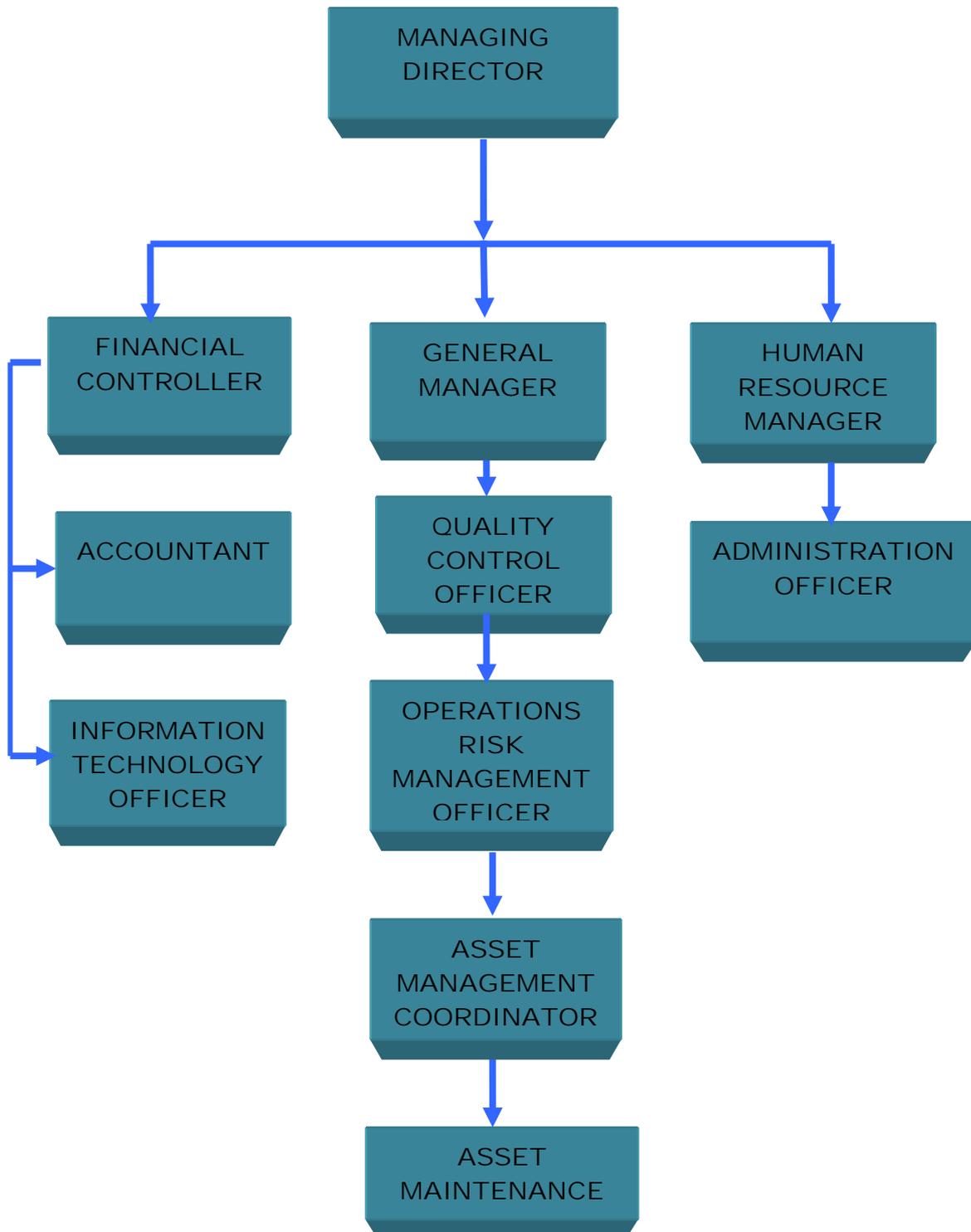
One of our major clients Serco Sodexo Defence Services utilise these services by provision of outsourcing to many areas of their diverse Garrison Support Contract. Many of these services are remote site access and require a high level of expertise and logistics management.

We provide these services through our wealth of loyal, valued and skilled employees including area managers, supervisors, cleaning and maintenance staff, who have the capacity to provide and achieve service outcomes within the highest standards expected and required.

We approach our continuous improvement strategies by means of a sustainable high impact program, utilising education, up skilling programs, professional development, motivational tools, encouragement, and constantly monitoring all aspects of activity throughout the life of the contract.

Clean Business Services intends to remain an independent company to provide a tailored and personalised service well into the future.

## ORGANISATIONAL CHART



Name / Title / Position	Role	Responsibility
Managing Director	Direct policies and procedures	To all staff including contract staff
General Manager	Operations functions	Report to Managing Director on day to day operations
Business Development Manager	Development of new business	Report to Divisional Manager on new business developments
Financial Controller	Financial reports and operation of administration support	Efficiency of financial / administration department
Operations Manager / Quality Manager	Maintains operational functions and professional development of staff training	Report to General Manager on operational and training Issues
Administration / Risk Manager	Support Financial Controller in day to day operations of administration department	Report to Financial Controller on administration and risk issues
Human Resources Manager	Maintain Equal Employment Opportunities Policy / assists with staff development	Reports to Divisional Manager on EEO Issues
Information Technology Manager	Maintain IT equipment and training of staff	Reports to Divisional Manager on IT issues
Asset Maintenance Coordinator	Maintains rosters and coordinates work schedules	Reports to Operations Manager
Asset Maintenance and Subcontract Staff	Work schedules, routines and rosters	Reports to Operations Manager

## MANAGEMENT PROFILES

### General Manager – Mr Victor Lopes



Victor Lopes has over 20 years experience in the client services industry. His excellent management and interpersonal skills, combined with his positive outlook, have made him very successful in his career.

Victor has managed cleaning contracts in diverse industries such as retail, commercial, sporting, leisure and defence. Some of the high profile cleaning contracts which Victor has operationally managed include the:

- Sydney Opera House
- Sydney Airport (QANTAS Club)
- Sydney Football Stadium
- Macquarie University
- Australian Defence Forces



Under Victor's leadership, the Qantas Club Lounge was awarded third (3<sup>rd</sup>) best International Lounge in the world, an achievement recognised and highly commended by Qantas Airways. The Qantas Airways Club Lounge was a finalist in the 2004 and 2005 Golden Service Industry Awards for Hospitality and Leisure.

With proven leadership, communication and service delivery skills, Victor brings an understanding of the client's requirements and a commitment to the delivery of an excellent standard of service.

Victor is widely regarded in the cleaning industry and is capable of setting up any of the largest cleaning contracts in Australia.



### Director – Antonio Cerqueira

**Antonio** joined Victor in the directorship of **Clean Business Services** in May 2010. He brings with him over 30 years experience and contacts in the fast food industry with **Oporto**. **Antonio was the founder of Oporto** which has grown to over 100 stores and is currently rated one of the fastest growing franchises in Australia with over \$140m in sales. He is currently a director of Daily Fresh Food Service which is one of NSW largest wholesale food distributors.



### Marketing Director - Alan Serebro

Alan has over 25 years business experience gained in three continents: the USA, South Africa and Australia. He has a Bachelors Degree (Univ of Cape Town, South Africa), Management Diploma (Univ of San Diego, California) and an Advanced Management Diploma (Stanford Univ, California). Alan also has extensive experience in the finance and leasing field, having been director of a Sydney-based leasing and trade finance company.



## COMPLIANCE AND AS/NZS ISO STANDARDS BRIEF

Clean Business Services operates under an International Organisation for Standardisation, or ISO as it is more commonly referred to, which is a worldwide federation of national standards. Its aim is to adopt a process approach to assist organisations in developing, maintaining and improving our Quality Management System (QMS).

The most common way of determining the structure and requirements for managements systems is through the use of Australian and International Standards.

The implementation of a Management System ensures that processes are continually reviewed to incorporate changes in customer expectations and requirements. This review process ensures that the system changes to suit customer requirements.

The standards that are most commonly used in the development, maintenance and improvement of our QMS are based on the following:

- AS/NZS 4801:2001 Occupational Health and Safety Management Systems
- AS/NZS 4360:2004 Risk Management
- AS/NZS ISO 9001:2000 Quality Management Systems
- AS/NZS ISO 14001:2004 Environmental Management Systems
- AS 8000:2003 Corporate Governance

### AS/NZS 4800 Series – Occupational Health and Safety Management Systems

*AS/NZS 4801:2001 Occupational Health and Safety Management Systems – Specifications with guidance for use*

*AS/NZS 4804:2001 Occupational Health and Safety Management Systems – General guidelines on principles, systems and supporting techniques*

This standard specifies requirements for an occupational health and safety management system, to enable an organisation to formulate a policy and objectives taking into account legislative requirements and information about hazards and / or risks.

It applies to those hazards and / or risks that the organisation may exert control and over which it can be expected to have an influence.

It does not state specific occupational health and safety performance outcomes.

### AS/NZS 4360 Series – Risk Management

*AS/NZS 4801:2001 Occupational Health and Safety Management Systems – Specifications with guidance for use*

This standard provides a generic guide for managing risk. It specifies the elements of the risk management process and provides guidance to enable an organisation to achieve:

- A more confident and rigorous basis for decision-making and planning,
- Better identification of opportunities and threats,
- Gaining value from uncertainty and variability,
- Pro-active rather than re-active management,
- More effective allocation and use of resources,
- Improved incident management and reduction in loss and the cost of risk, including commercial insurance premiums,
- Improved stakeholder confidence and trust, and
- Improved compliance with relevant legislation and better corporate governance.

### **AS/NZS ISO 9000 Series – Quality Assurance**

*AS/NZS ISO 9000:2000 Quality Management Systems – Fundamentals and vocabulary*

*AS/NZS ISO 9001:2000 Quality Management Systems – Requirements*

*AS/NZS ISO 9004:2000 Quality Management Systems – Guidelines for performance improvements*

- Provides a checklist of good business practices.
- This series focuses on the effectiveness of the organisations Business Management System in meeting customer requirements.
- The series aims to list categories that will assist businesses in producing a satisfactory service whilst helping to maintain efficiency.

### **AS/NZS ISO 14000 Series – Environmental Management**

*AS/NZS ISO 14001:2004 Environmental Management Systems – Specification with guidance for use*

*AS/NZS ISO 14004:2004 Environmental Management Systems – General guidelines on principles, systems and supporting techniques*

- This series outlines management systems rather than the details of any specific products.
- The overriding goal of ISO 14001 environmental standard is to establish an objective verifiable system that aims to improve environmental performance.

### **AS 8000 Series – Corporate Governance**

*AS 8000:2003 Corporate Governance – Good governance principles*

*AS 8001:2003 Corporate Governance – Fraud and corruption control*

*AS 8002:2003 Corporate Governance – Organisational codes of conduct*

*AS 8004:2003 Corporate Governance – Whistleblower protection programs for entities*

- Assists members of boards, chief executive officers and senior managers to develop, implement and maintain a robust system of governance that fits the particular circumstances of the entity.
- Provides the mechanisms for an entity to establish and maintain an ethical culture through a committed, self-regulatory approach.
- Provides shareholders, or stakeholders, as the case may be, with benchmarks against which to gauge the entity's performance.



# CERTIFICATE OF REGISTRATION

This is to certify that:

**GAVS Holdings Pty Ltd**

ABN 21 831 386 123

Trading As

**Clean Business Services**

Suite 1 1215 Botany Road MASCOT NSW 2020 AUSTRALIA

operates a

**QUALITY MANAGEMENT SYSTEM**

which complies with the requirements of

**ISO 9001:2008**

for the following scope

The registration covers the Quality Management System for the cleaning of commercial and retail premises, schools, factories and nursing homes. The company also provides specialised cleaning services to the defence sector and cleaning at heights.

**Certificate No: QEC23821**

Issued: 9 September 2011

Expires: 3 September 2014

Originally Certified: 4 September 1996

Current Certification: 5 August 2011

Alex Ezrakhovich  
General Manager – Certification Services

Duncan Lilley  
Global Head – Assurance Services



ISO 9001



WWW.IAS-ANZ.COM/AU/EN/EN/EN/EN

**Registered by:**

SAI Global Certification Services Pty Ltd (ACN 108 716 669) 286 Sussex Street Sydney NSW 2000 Australia with SAI Global Limited 286 Sussex Street Sydney NSW 2000 Australia ("SAI Global") and subject to the SAI Global Terms and Conditions for Certification. While all due care and skill was exercised in carrying out this assessment, SAI Global accepts responsibility only for proven negligence. This certificate remains the property of SAI Global and must be returned to SAI Global upon its request. To verify that this certificate is current please refer to SAI Global On-Line Certification register at <http://www.saiglobal.com>



**SAI GLOBAL**

137337 137316 137316

## PRICING SCHEDULE

The cleaning is to be carried out on the day/s per week to be agreed, excluding public holidays.

Cost of cleaning	\$TBA per week (excluding GST) \$TBA per annum (excluding GST)
Payable at	\$TBA per month (excluding GST)

The price includes:

- Cleaning materials and equipment,
- Cleaner's wages,
- Annual, Personal / Carers and Long Service Leave for cleaning staff,
- Replacement staff for Annual, Personal / Carers and Long Service Leave,
- Public and Product Liability Risk Insurance (to the value of \$20,000,000),
- Workers' Compensation Insurance,
- Regular client liaison, and
- Supervision.

Following is the Cleaning Specification covering the areas inspected, and a cleaning schedule will be implemented at commencement. **As discussed, the success of the cleaning program at your premises is dependant on the following:**

- Coordinating the cleaning schedule to suit your trading,
- Practical application of daily and periodical duties,
- The right cleaning materials and equipment,
- Cleaner fully trained in occupational health and safety and chemical safety, and
- Work place hygiene compliance.

## CLEANING SPECIFICATIONS

Number of services per week	TBA
Service days	TBA
Duties	Frequency
<u>Building entrances</u>	
Spot clean glass entrance doors	TBA
Wash glass entrance doors	TBA
Clean entry mat	TBA
Pick up loose rubbish in and around premises	TBA
Sweep and mop external main entry	TBA
External Areas	TBA
<u>Kitchen</u>	
Wipe clean counter	TBA
Damp wipe all external surfaces	TBA
Empty rubbish bin	TBA
<u>Rubbish</u>	
Empty all internal / external waste bins	TBA
Deposit rubbish in agreed location	TBA
<u>Toilets</u>	
Empty all waste bins	TBA
Mop clean floor	TBA
Clean toilet bowls and urinals	TBA
Clean sinks, mirrors, taps and fittings	TBA
Replenish toiletries from client's stock	TBA
<u>Internal common areas</u>	
Sweep or vacuum floors	TBA
Mop floors	TBA
Dusting of hand rails and window sills	TBA
Remove cobwebs to two (2) metres	As necessary

## RISK MANAGEMENT PROGRAM

### Balance of Skills and Knowledge to Minimise Hazards



### Workplace Hazard Management (Risk Management)

#### Introduction

Hazard management is a fundamental element of an effective workplace occupational health and safety management system designed to comply with OH & S legislation. Identifying, assessing and controlling workplace hazards promptly, will eliminate or reduce the likelihood of their causing harm to employees who could become exposed to them.

This document provides guidance to managers and employees in regard to methods of hazard identification:

- Risk assessment, and
- Risk control measures (using hierarchy of controls).

#### Controlling workplace hazards

Workplace hazards arise as a result of the activities performed, equipment used and the physical and environmental conditions of the workplace.

The factors that create hazards can be controlled by managers and employees, at the workplace, provided they are equipped with adequate knowledge, skills and an understanding of the application of simple hazard management techniques in relation to their own work environment.

#### Types of Hazards

Examples of types of workplace hazards encountered by our employees may include:

- Glare or reflection on computer screens causing eye strain,
- Coin handling, moving heavy objects, over reaching causing sprains and strains,
- Hazardous substances contained in chemicals used at the workplace,

- Workstation design, desks, chairs, improper ergonomics causing discomfort,
- Office layout, loose leads, telephone cables, opened drawers causing slips and trips,
- Unsafe work practices, misusing furniture, equipment and hand tools,
- Wet floors, loose carpet ends, cluttered storage space, and
- Lack of plant and equipment maintenance.

## Definitions

The following table defines terms associated with hazard management:

Term	Definition
Hazard	A condition or situation that has the potential to cause harm to people at work
Risk	The likelihood that exposure to the hazard will cause harm to people at work

## The Four (4) Stage Workplace Hazard Management Process

The following describes the Four (4) Stage Workplace Hazard Management Process.

### Stage 1: Hazard identification

There are a number of quite simple methods used to identify workplace hazards. For example:

- Housekeeping inspections, using a formal checklist or spot checks,
- Referring to information recorded in incident / injury reports of previous occurrences,
- Communication with employees and through OH & S committee consultation,
- Observing work areas, work tasks, work processes or work methods,
- Sharing information with similar workplaces, and / or
- Information supplied by OH & S Manager, relevant State Work Cover Authority and other safety organisations.

A statistical analysis of the OH & S performance of the workplace can be undertaken to identify injury trends and causes of injury. This information gained can be used to develop workplace hazard management programs aimed at eliminating those causes. Thus, the OH & S Manager can provide a further OH & S performance analysis.

### Stage 2: Risk Assessment

Once a workplace hazard is identified there is a need to assess its risk of causing injury or damage. Risk assessment is simply a further analysis of the hazard by breaking it down into more specific component parts to evaluate the nature of the hazard. Assessing the risk associated with the hazard by specifically defining its nature will assist in determining its:

- Probability or likelihood of causing injury or damage,
- Exposure levels of employee/s, that is, number of employees exposed, time exposed, and
- Consequence/s or severity of outcome.

Once assessed, the risk may be rated as follows:

Risk value	Description
High	Most likely to occur, with serious injury / damage
Medium	Likely to occur, with minor injury / damage
Low	Unlikely to occur, with minor or no injury / damage

### Stage 3: Risk Control

The rate value of the risk (High, Medium or Low) will determine the most suitable and practicable method of risk control. The most suitable method of risk control must be selected in relation to the work environment using the hierarchy of control process described below. The preference for risk control is as follows:

1. **Elimination / Substitution**  
Is there a need to use the equipment process, substance that created the risk? Is there an equally good and safer item of equipment, process or substance available that will remove the risk? If there is then use it!
2. **Engineering Controls / Isolation**  
Can the risk be removed by isolation, enclosing or redesigning the equipment, process or substance? For example, safety devices, mechanical lifting aids, automatic doors, trolleys, work stations.
3. **Administrative Controls**  
Examples are: task variation, limit number of people exposed to risk, job training and storage arrangements for heavy and frequently used items.
4. **Personal Protective Equipment (PPE)**  
The least desirable method which should only be used in combination with other controls or if other controls are not suitable. Employees issued with PPE should have it fitted correctly and be trained in its use and maintenance. Also, consult manufacturer's guides.

### Stage 4: Monitor and Review

The method of risk control selected and implemented will need to be subject to periodical monitoring and review to ensure that its effectiveness for control is maintained.

Line managers / supervisors will ensure controls are suitable and make recommendations to OH & S managers for improvements to the control method, if necessary.

## Hazard Identification, Risk Assessment and Control

### Purpose

This procedure details our obligation as an employer to identify foreseeable hazards that may arise from our activities, to assess the risks of those hazards and to eliminate the risks or, if not reasonably practicable to do so, to control the risks.

### Requirements and Responsibilities

It is the responsibility of each employee to identify and report potential hazards to their supervisor / manager.

A Risk Assessment Register shall be available for all employees to access. The Risk Assessment Register will include a summary page and individual Risk Assessments. These Risk Assessments, when implemented, will be signed off by both the manager and the OH & S Committee.

### Example of a Risk Assessment Form

Task, Activity, or Work process:
<b>1. IDENTIFY HAZARDS</b>

2. ASSESS THE RISK			
	How severely could it hurt someone?		
How likely is it to hurt someone?	!!! Kill or disable	!! Several days off work	! First aid
Very likely ++ (could happen regularly)	1	2	3
Likely + (could happen occasionally)	2	3	4
Unlikely - (could happen, but only rarely)	3	4	5
Very unlikely (could happen, but probably never will)	4	5	6
RISK SCORE = <input style="width: 40px; height: 20px; border: 1px solid black;" type="text"/>	1 or 2 = <b>High Risk</b> – Action immediately 3 or 4 = <b>Moderate Risk</b> – Action as soon as possible 5 or 6 = <b>Low Risk</b> – Action when able to (perhaps no action required)		
3. CONTROL THE RISK (to an acceptable level):			Apply the Hierarchy of Controls
			Elimination  Substitution  Engineering  Administration  PPE
New Risk Score (after controls are implemented):		=	
4. MONITOR AND REVIEW THE CONTROLS:			
Are controls implemented?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	→ Actions
Are controls working effectively?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	→ Actions
Are there any new problems:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	→ Actions

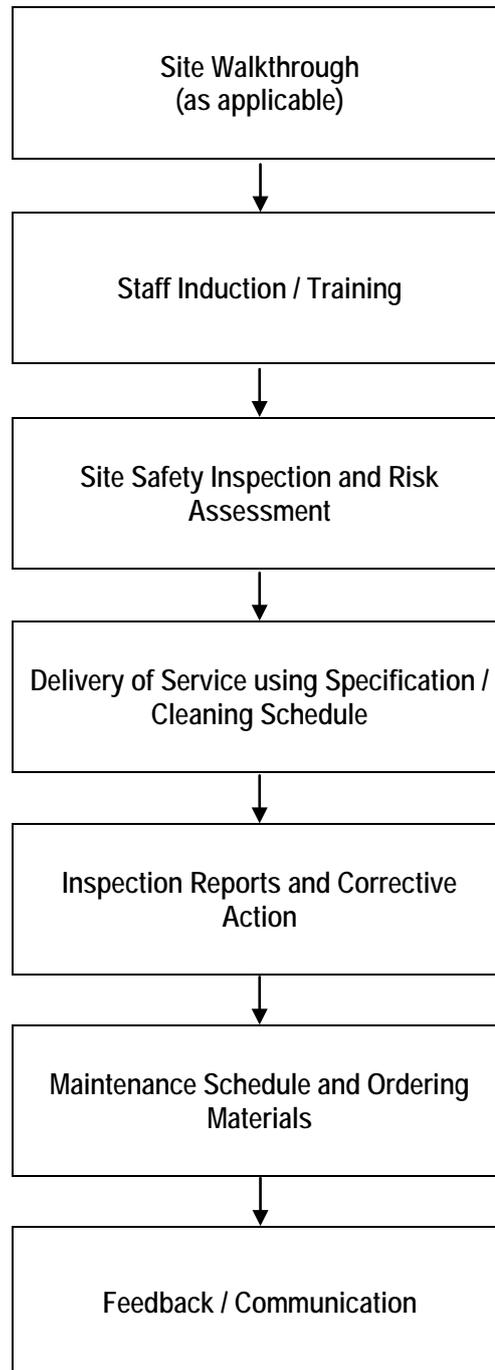
Date implemented: \_\_\_\_\_

Formal review date: \_\_\_\_\_

Site Manager signature: \_\_\_\_\_

OH & S Committee Chairperson signature: \_\_\_\_\_

## IMPLEMENTATION AND DELIVERY OF CONTRACT SERVICES FLOW GRAPH



## ENVIRONMENTAL MANAGEMENT IMPACT SYSTEM POLICY'S

### Water Quality

- Clean Business Services shall ensure that contaminated water is not discharged into surface or groundwater. The pollution of water will not be affected by CBS allowing any refuse, dirt, grease, oil or other contaminants into public waterways.
- CBS shall have in place plans for the management of spills or leakage of hazardous substances should they occur. Should a dangerous good be spilt, contingency plans shall be in place to have the goods confined within the spilt area on site until the incident can be effectively managed.
- CBS shall use bonding and spill kits as the prime source of management of hazardous substances and dangerous goods.

### Noise Pollution

The main sources of noise at the construction site will be from general equipment.

- The EPA Publication TG302/92 specifies limits of noise within hour restrictions. These levels shall be maintained at the site.
- Clean Business Services and their subcontractors shall undertake plant risk assessments, including noise management and equipment onto site. Subjective monitoring of noise during plant operation shall also be undertaken. Any complaints received from the client or the public shall initiate a full noise control plan prior to any further work continuing. Any noise problems will be addressed immediately replacing offending equipment or modifying operations.

### Dangerous Goods and Hazardous Substances

The quantity of dangerous goods and hazardous substances kept on site shall be kept to a minimum and MSDS and educational programs will be in place and regularly monitored. Placarding and bonding shall be used and be available as necessary. Spill kits will be available on site and employees will be trained on their use.

### Waste Management and Minimisation Policy

- Clean Business Services shall ensure all waste is managed in accordance with the Industrial Waste Management Policy of the site.
- CBS shall not establish any waste / refuse dump, or liquid waste disposal on site.
- CBS shall take all reasonable precautions to ensure that all industrial prescribed waste transported from the site is done so in a licensed vehicle with a valid EPA permit.
- All bins will be fitted with a lid to prevent litter being blown away and will be available on site for storage of litter. Bins will be collected weekly and the waste removed off site.

## QUALITY ASSURANCE

### Our Quality Assurance Certification

All sites shall have a Quality Representative. On sites where a Site Supervisor / Leading Hand is present, the Site Supervisor / Leading Hand shall be the Quality Representative. Where a Site Supervisor / Leading Hand is not present, a cleaner shall be nominated as the Quality Representative for that site.

Note that on large sites the position is referred to as a Site Supervisor, whilst on small sites the position is a Leading Hand.

The Quality Representatives are the Quality Manager's site representative to implement and monitor the quality system on work sites.

The Quality Representatives are the critical interface for the communication of likely quality improvement opportunities at work sites and report these activities to their Line Manager as detailed in the Organisational Chart.

It is the responsibility of all staff to understand and comply with the functions of the Quality System, and it is their responsibility to report non-conformance's and suggest improvements to their supervisor (as identified in the Organisational Chart).

The Operations Manager relates quality activities and outcomes directly to the Quality Manager.

Area Supervisors / Manager relates quality activities and outcomes directly to the Operations Manager.

Site Supervisors / Leading Hands report quality related activities and outcomes to the relevant Area Supervisor / Manager.

Cleaning Staff report quality related activities and outcomes to their Site Supervisor / Leading Hand (if there is a Site Supervisor / Leading Hand on site) or their Quality Representative.

### Resources

Resources identified by CBS as relevant to the quality management systems are:

- physical
- human
- financial

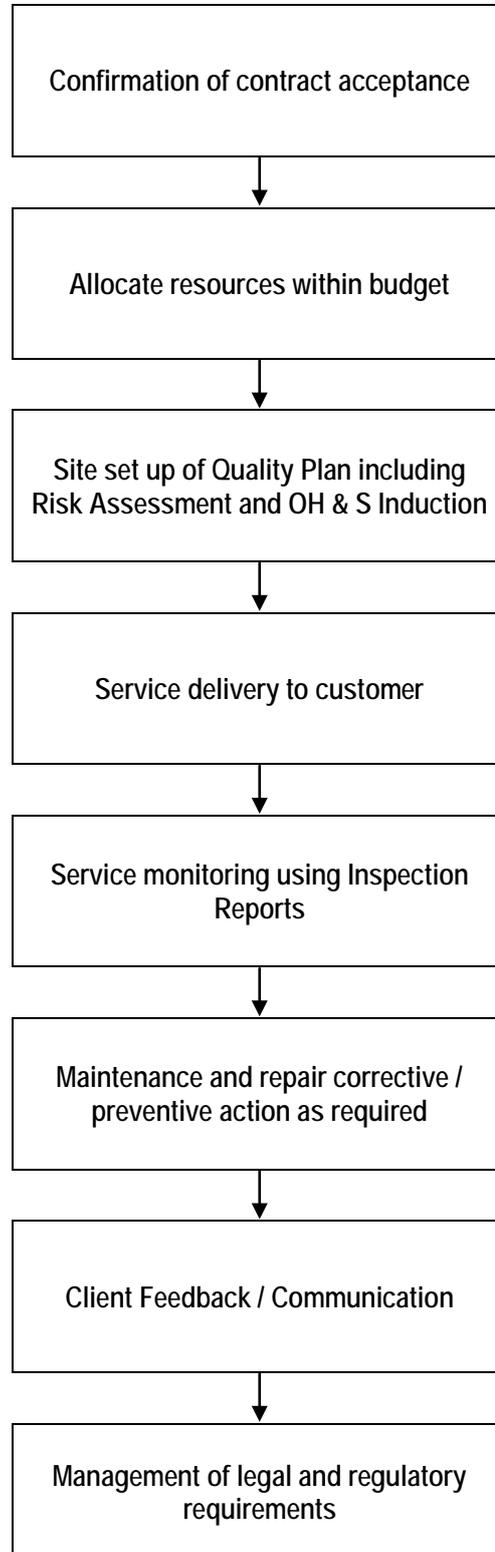
The Operations Manager is responsible for the management and supply of appropriate physical resources (including equipment and cleaning agents and utensils) required by the particular site contract.

The Quality Manager is responsible for ensuring that adequate qualified and trained staffs, including Cleaning Staff are available to meet the needs of each job at each site. The Quality Manager may delegate this responsibility to the Operations Manager.

The Directors have ultimate responsibility for provision of adequate financial resources to meet the needs of the Quality Management System.

## KEY PROCESS FOR TECHNICAL SUPPORT TO CONTRACT MANAGEMENT

The following flow chart outlines the technical process followed by Clean Business Services in Contract Management to ensure the provision of a quality service to the company's clients.



## HUMAN RESOURCES AND EMPLOYEE INDUCTION

CBS supports the optimising of career prospects for current employees through the encouragement of internal recruitment wherever possible, thereby promoting a culture of self-driven careers, job satisfaction, employee morale and wellbeing.

CBS is committed to being an employer of choice: attracting and retaining the best workforce possible to meet the organisations requirements.

The recruitment and selection procedures aim to ensure that any person, legally able to work within Australia, who most adequately meets the selection criteria for a given position will be selected on the basis of merit, through a fair and open formal selection process.

CBS is proud to be an Equal Opportunity Employer. This means CBS agrees to maintain a work environment, free of discrimination on the basis of sex, age, marital status, impairment, pregnancy, race, colour, national origin, religion, political conviction or sexual preference.

To achieve this CBS provides an equal employment opportunity for all employees and applicants for employment. CBS also observes the provisions and spirit of all anti-discrimination and Equal Opportunity for Women in the Workplace legislation and guidelines.

Our Equal Opportunity for Women in the Workplace (EOWA) Program ensures all employees and applicants are treated fairly. Selection is based solely on an applicant's ability to perform the inherent requirements of the job.

CBS focuses on selecting and developing the right people working to our values and Code of Conduct within the company.

CBS is strongly committed to the objectives of these programs because our people are our most important resource. We wish to develop a workforce, which is truly representative of our diverse culture.

CBS will provide site familiarisation, induction training, on the job training program and external qualifications, either short courses or traineeships to all potential and qualifying staff.

CBS staff are all issued with an induction handbook covering all elements of their roles and responsibilities, guidelines; policies and procedures are reinforced during the first three months of service and annually thereafter.

## CODE OF PRACTICE

### Building Service Contractors Association of Australia Inc:

- Abide by the Rules and Regulations, aims and objectives of the Building Service Contractors Association of Australia Inc.
- Promote the Association in the interests of the industry and the community.
- Maintain a high standard of technical performance as required by the specification through the provision of adequate equipment and qualified personnel.
- Strive constantly to improve the image of the industry and recognise and respect the rights of our competitors.
- Recognise and respect the rights of our clients and provide courteous and prompt handling of all service requests.
- Conform with all aspects of legislation relevant to the operation of our industry, including Trade Practices, Consumer Protection, Environment Protection, Health and Safety.
- Provide adequate safeguards for clients, employees and general public by way of public liability insurance, workers compensation insurance and product liability.
- Abide by all industrial Awards, agreements and conditions.
- Strive for favourable employee attitudes and industry conditions that create a climate for honesty, fairness and stability.
- Participate loyally in the industry's growth and progress through the activity and public interest efforts of the Association.

## VALUE ADD SERVICES

<b>Building Services</b>	Exterior cleaning, waterproofing, water repellent coatings, industrial cleaning, cleaning of fire damage, steam cleaning, mould control and ventilation, sand blasting, specialised processes for granite, marble mosaic and terrazzo.
<b>Carpet and Upholstery</b>	A complete service providing both water extraction rotary methods of shampooing, scotch guarding and carpet repairs.
<b>Consultancy Services</b>	In respect of floor coverings, treatments and programmed preventative maintenance.
<b>Programmed Pest Control and Sanitising</b>	An environmental friendly Pest Control service utilising only nature products.
<b>Window and Venetian Blind Cleaning</b>	Internal, external and glass partitions.
<b>Waste Removal</b>	Both wet and dry – removal and destruction under supervision of confidential documents.
<b>Cleaning Maintenance</b>	We provide an excellent cleaning maintenance service that is tailored to suit your requirements. Our experience in cleaning maintenance of all types of premises include City Office Buildings, Clubs, Function Centres, Factories, Supermarkets, Food Processing Plants, etc.
<b>Miscellaneous Cleaning Services</b>	<ul style="list-style-type: none"> <li>• Carpet Cleaning</li> <li>• Window Cleaning</li> <li>• Graffiti Removal</li> <li>• Water extraction following storm and sprinkler damage</li> <li>• Initial Cleaning</li> </ul>
<b>Wash Room Paper Products and Soaps</b>	We supply Toilet Paper, Paper Hand Towels and Soaps (liquid or cakes). Our prices are competitive.
<b>Garden Care and Lawn Maintenance</b>	Maintenance of your gardens and lawns? We have fully experienced and equipped garden and lawn maintenance professionals as part of our team.
<b>Rental Services</b>	<p><b>Sanitary Napkin Disposal Bins</b></p> <p>CBS use Alisco Linen for a discreet sanitary disposal service. Sanitary Napkin Bins, Nappy disposal units. Competitive Rates.</p>
<b>Towel Service</b>	<ul style="list-style-type: none"> <li>• Tea Towels</li> <li>• Hand Towels</li> <li>• Bath Towels</li> <li>• Provided and changed weekly</li> </ul>
<b>Door Mat Service</b>	Stop dirt being tracked in. External Door mats available in various materials and sizes to remove grease and dirt from shoes and trolleys.
<b>Builders Final Cleaning</b>	We are fully experienced in final builders cleans. Our experience includes: Window Cleaning, Carpet Cleaning, and Sealing of Resilient Floors. Areas we have cleaned include: City Office Buildings, Kitchens, War Ships and Submarines.



#### General Building Maintenance

- Carpentry
- Handy man services
- Painting
- Electrical services
- Garden care/lawn mowing
- Plumbing services

#### Property Maintenance

As part of our growing business initiative, Clean Business Services now also provides property management solutions. We offer both external and internal maintenance services in enhancing the presentation of your property. Our services include, carpentry, electrical, plumbing, painting Maintenance of grounds, drains, footpaths, embankments, roadways and car parks. We also cater for specific maintenance and gardening and landscaping requirement. For more information on Clean Business' property maintenance please call Victor on 0414 974 797

#### Security Services

The Clean Business security solution is tailored made. We work together with our clients to develop and implement a security solution, which is smarter and comprehensive approach that provides long-term risk mitigation. Our staff are highly trained, customer focused, hardworking and honest. You can rely on them and have your business or property protected.



## AUSTRALIAN BUSINESS REGISTER DETAILS

Australian Business Number (ABN)	21 831 386 123
Legal Name	GAVS Group Pty Ltd
Trading Name	Clean Business Services
ABN Status	Registered
ABN Registration Date	1 April 2010
Business Address	Suite 304, 1753-1765 Botany Road, Banksmeadow NSW 2019
Type of Entity	Trust
Industry Code (ANZSIC)	78660
Australian Registered body	
Australian Company Number (ACN)	138 492 083
Public Officer	Mr Victor M Lopes
GST Status	Registered
GST Registration Date	1 April 2010



## INSURANCE DETAILS

### Workers' Compensation

Insurance Company Allianz  
Policy Number 00005857163

### Public Liability

Insurance Company Lloyds of London  
Policy Number Liab2o1007-0oo6CUA  
Indemnity Limit \$20,000,000



REFERENCES:

