



PuroClean

PROPERTY SERVICES PTY LTD

COMMERCIAL | INDUSTRIAL | CLEANING



COMPANY PROFILE

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OUR STORY

PuroClean Property Services is committed to values that ensure we perform honorably and responsibly whilst servicing clients' premises with a high consideration to the Environment, Quality Work Health and Safety Regulations and Statutory Requirements.

PuroClean Property Services Pty Ltd has been established as a commercial and industrial cleaning and facility services business operating since 2006 by James and Joanna Adams, whose extensive experience in the field has proven to be a key success factor within the industry.

Since the company's establishment, we have enjoyed continuous growth, and time and time again, we have delivered exceptional value to all our customers by providing for their core cleaning, facility and maintenance needs. Operating predominately in NSW, PuroClean specialises in Public, Commercial and Government sectors and is focused on customer satisfaction which consequently generates a high level of repeat business.

The foundation of our company is based on the following three principals:

1. **Awareness** - Promote and communicate awareness to our customers through our professional advisors has, in the long term, attained exceptional results for our customers. As professionals, it is our duty to protect your business integrity.
2. **Meet and Exceed** - Understand our customers long term needs and requirements. We tailor our services encompassing these two aspects, therefore ensuring that the customer's expectations are exceeded.
3. **Protection Priority** – Prioritising customer needs is at the very top of our organisations agenda. Our experts devise programs that fit in line with, and improve on existing routines.

With the implementation of these three key elements, we eliminate any non-conformity to our customer's primary needs. Our business strategy is to attain a market leader status, and having said this, all our current and future customers can expect nothing less than outstanding value.

OUR SERVICE AREAS

Years of providing our services to Public, Commercial and Government sectors have enabled us to achieve a professional and reputable profile that includes:

- ✓ High Rise Buildings
- ✓ Industrial Warehouses
- ✓ Small and Large Offices
- ✓ Major Computer and Server Rooms
- ✓ Retail Shopping Centres
- ✓ Child Care Centres, Schools and Universities
- ✓ Aged Care Facilities
- ✓ Government Departments
- ✓ Large Business Estates
- ✓ Licensed Pubs and Clubs
- ✓ Gymnasiums
- ✓ Banks
- ✓ Hotels and Motels
- ✓ Car Dealerships
- ✓ Strata Management Facilities
- ✓ Entertainment and Events Centres



Small & Large Offices



Industrial Warehouses



Education Facilities



Healthcare Facilities



Car Dealerships



Fitness Centres



Clubs & Pubs



Strata Buildings

OUR SERVICES

At PuroClean, we offer versatility through our well-developed infrastructure and systems to customise service and facility solutions, by integrating more than one line of service as a cost-effective and time-efficient solution to our clients.

We understand that people are simply more comfortable and productive in an environment that looks and feels clean, that's why we aim to know you and your business, tailoring cleaning schedules to meet your unique needs, challenges and budget, while providing the best service at the best price.

Our solutions offered to you range from Cleaning, Facility Management and Trade Services.



- ☒ Commercial Cleaning
- ☒ Industrial Cleaning
- ☒ Carpet Steam Cleaning
- ☒ Ceramic Tile & Grout Cleaning
- ☒ Food Processing Cleaning & Sanitation
- ☒ Floor Maintenance
- ☒ High Pressure Cleaning
- ☒ Window & Glass Cleaning
- ☒ Site Builders Cleaning



- ☒ Linen & Laundry Services
- ☒ Floor Mat Services
- ☒ Emergency Response
- ☒ Pest Control
- ☒ Sanitary & Hygiene
- ☒ Gardening Care Services
- ☒ Secure Document Destruction
- ☒ Paper & Waster Recycling
- ☒ Waste Removal
- ☒ Washroom Supplies



- ☒ Electrical
- ☒ Plumbing
- ☒ Painting
- ☒ Handyman



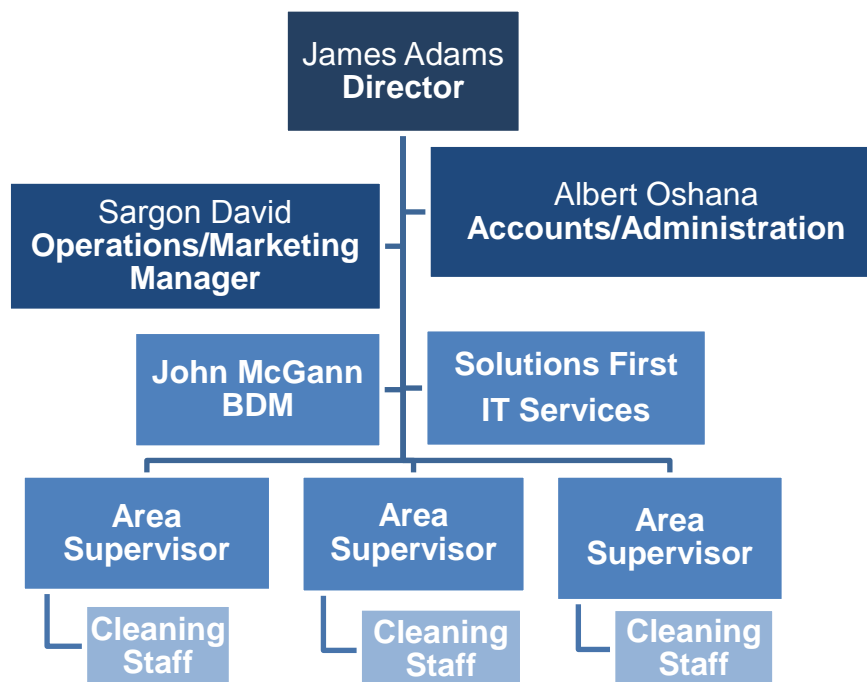
OUR PEOPLE

PuroClean Property Services criteria for our cleaning employees are highly selective. We pride ourselves on employing and retaining first-class cleaners based on their level of experience, dedication and knowledge within the industry which is the essence of our success.


Whilst we employ based on the above criteria, PuroClean Property Services, with our vision of attaining industry leader status, we endeavour to advance all our management and staff with expertise and skills through specifically devised training programs that deliver the latest in environmental and property protection.




OUR CORPORATE STRUCTURE



OUR INSURANCES

Public & Products Liability
GIO – AAI Limited Business Insurance 
Limit of Indemnity: \$20,000,000
Policy No: GS00371588

Workers Compensation
GIO – AAI Limited Work Cover Insurance 
Limit of Cover: Statutory – anywhere in NSW
Policy No: WC527347157



OUR QUALITY

PuroClean Property Services Pty Ltd. is a NSW based commercial and industrial cleaning company. PuroClean Property Services specialises in Public, Commercial and Government sectors, with capabilities for contracts from \$10,000 to \$1 Million. PuroClean Property Services Pty Ltd is focused on customer satisfaction and consequently generates a high level of repeat business.

Achieving Best Practice is at the heart of our organisation, hence our adoption of the best that the market should offer in enhancing our practices, in-order-to achieve our long-term business objectives. The incorporation of this strategy in line with our Quality Management System is just a couple of examples of our commitment in delivering excellence.

Our Quality objectives include:

- Meet the client's contract requirements; i.e. specifications, drawings, and requisite Australian Standards.
- Control and implement contract alterations as they occur.
- Supply only those products and materials which have the quality to meet all customer and regulatory specifications.
- Ensure the same standards of our sub-contractors.
- Adhere to Government and Company policies and regulations for OHS&R, Environment and Industrial Relations.

The core of our best practice program is an effective Quality Management System, which is fully integrated into our business practice. The system is based on AS/NZS ISO 9001:2008 and is designed to ensure that customer requirements are understood by all employees involved and are met on every occasion.

Proper adherence to our Quality Assurance Policy is required of all our employees, who are encouraged to suggest process/procedure changes to improve quality. Quality is the responsibility of all employees.

We are aware that the Quality Management System we have developed and implemented is not the "end", but a mechanism or means to achieve the end, with the end being continuous improvement and enhanced competitiveness.



OUR SAFETY

As stated under the **Work Health and Safety Act 2011**, the Duty of Care is the responsibility of every employer, employee and contractor of PuroClean Property Services.

Under the Work Health and Safety Act 2011, and the Work Health and Safety Regulation 2011, anyone who can affect the health and safety in the workplace, has a legal and moral responsibility to take preventative and positive actions to protect others. This includes everyone in the workplace being aware of potential hazards and taking steps to prevent workplace accidents, injuries and illnesses.

PuroClean Property Services considers Work Health and Safety of all employees and contractors are of the utmost importance. Our greatest asset is our people. Therefore their long-term well-being is our highest interest.

As an employer, we must provide:

- A safe workplace and safe methods of working.
- Equipment tools and machinery in a safe condition.
- Protective clothing and equipment.
- Ensure that safe and hygienic facilities, including toilets, showers, lunch rooms, change rooms and first aid facilities are available.
- Information, training and supervision to all workers.
- A process for consultation with workers and to keep workers informed and involved in decisions that may affect their health and safety.
- Processes for identifying hazards, assessing risks and controlling risks.

Risk management provisions set out in the Work Health and Safety Regulation 2011 requires employers and others to carry out:

- Hazard Identification.
- Risk Assessment.
- Elimination or control of risks.

All the relevant Acts and Regulations attached to OHS are readily available, thus ensuring a consistent compliance by all our staff in a safe and healthy work environment.



DEVELOPING SITE SPECIFIC WHS POLICIES

STEP 1

Responsibilities for Workplace Safety

Prior to commencement on any work site, PuroClean Property Services determines the required OHS&R policies and procedures applicable to specific areas within the work site. This enables all employees to distinguish between specific tasks and responsibilities, and eliminates improper work practices.

STEP 2

Plan to Work Safely

All work sites are assessed for any potential risks and hazards, once identified, we consult with the customer on how to minimise or prevent future accidents by implementing safe work procedures.

STEP 3

Involve all Our Workers

This important step involves consultation. We talk to our employees at regular Toolbox Meetings and encourage them to be involved and contribute to decisions that may affect health and safety in the workplace. For example, we raise health and safety issues and display health and safety information at our sites.

STEP 4

Develop Procedures

This step is designed to assist us identify any hazards at this site and assess any risks to health and safety associated with them.

STEP 5

Inform and Train Our Employees

In this step the outcomes of the previous steps along with safe work methods are used as a training tool to provide employees, particularly those who are new to the site, with information, training and supervision.

STEP 6

Monitor and Review

We consistently monitor and review the steps we have taken to manage health and safety in our workplace. As part of this process, we will adjust our program to address any workplace or legislative changes.



OUR EMPLOYMENT POLICY

Both Federal and NSW laws state that it is against the law to discriminate against people, or treat them unfairly, in various areas of public life.

PuroClean Property Services is committed to treating all our employees and anyone who applies for positions with our organisation fairly, regardless of their:

- Individual Status
- Nationality
- Religion
- Race
- Colour
- Disability
- Age
- Sex

All employees of PuroClean Property Services must:

- Have a good command of the English language and possess good verbal and written communication skills.
- Be neatly attired by wearing company supplied uniforms and be of acceptable appearance and hygiene.
- Not smoke, drink or use prohibited substances whilst working on site.



OUR RETURN TO WORK PROGRAM

PuroClean Property Services is committed to preventing injury and illness through providing a safe and healthy working environment for its employees, its sub- contractors and all workers on contracted portion of the site.

We are committed to ensuring that any employee who suffers an occupational injury or illness receives early medical diagnosis and treatment, and will provide all the necessary resources for the establishment of an integrated rehabilitation program for all employees.

We will endeavour to take all the necessary steps required by an approved rehabilitation program to assist the injured or sick employee in gradual recovery, to the point of complete recovery, without any prejudice.

When a return to work is not possible, we are committed to ensuring that through various consulting agencies, we assist the injured or ill employee return to a meaningful and fulfilling role within the community.



OUR DRUG & ALCOHOL POLICY

As part of the efforts to achieve the highest standards of health and safety, PuroClean Property Services will maintain zero blood alcohol level and drug free policy. This means that all employees involved in the safe operation of the company's worksite activities must have zero blood alcohol content, and be free of the influence of other drugs while at work, or prior to the commencement of work.

In consultation with the unions associated with the site workforce, the company will implement a program of employee training and assistance aimed at ensuring a drug and alcohol free workplace.



OUR GREEN CLEAN PROGRAM

PuroClean Property Services Pty Ltd is an environmentally friendly organisation that is dedicated to contributing and providing the following:

- A workplace with work methods that is safe and sustainable for the environment.
- Implement any EPA regulations, associated with National, State and local authorities as well as development applications, consent conditions, and any additional customer contractual requirements associated with the environment.
- Set environmental strategies for the areas that could have any kind of environmental impact.
- Ensure our project activities do not impact outside the controlled areas and that all equipment, tools and machinery are maintained and safe for the environment.
- Minimise the emission of polluted runoff, dust, and noise from site offices, facilities, and equipment by use of maintenance and protective measures.
- Provide processes for identifying environmental hazards, assessing risks and controlling environmental impacts.
- A process for consultation with workers and to keep workers informed and involved in decisions that may affect the Environment Management Plan.
- Provide information, training and supervision to all workers implementing the Environmental Management Plan.
- Respond to any environmental emergency which could cause concerns for the environment.
- Support Ecologically Sustainable Development on all projects.
- Use only approved eco-friendly, high quality cleaning products which are safe, biodegradable and better for the environment as well as septic and grey water systems.



DEVELOPING SITE SPECIFIC ENVIRONMENTAL POLICIES

STEP 1

Responsibilities for Environmental Impacts

Prior to commencement on site, risk assessments are made to find out the environmental requirements from National, State and local authorities that apply to the specific project. Awareness of who has specific responsibilities within the Environmental Management Plan.

STEP 2

Plan to Maintain Environmental Controls Associated with Projects

This step is about planning. Environmental control measures on company projects involve thinking about what activities associated in our specified workplace and their effect on the environment. We can identify the tasks and procedures which will control the risks and environmental impacts from those activities. This will allow us to plan for environmental controls and measures into each work activity.

STEP 3

Involve all Our Workers

This important step involves consultation. We talk to our employees at regular Project Coordination Meetings, Toolbox Meetings and encourage them to be involved and contribute to decisions by raising environmental issues including improvement of protection measures.

STEP 4

Develop Procedures

This step is designed to assist us to identify any environmental hazards or risks at the specified site and have the needed actions documented with a view to implementing suitable procedures for the welfare of the environment and contractual restrictions.

STEP 5

Inform and Train Our Employees

In this step the outcomes of the previous steps along with safe work methods for the environment are used as a training tool to provide employees, particularly those who are new to the site, with information, training and supervision. This will allow staff to understand how to implement the Environmental Management Plan.

STEP 6

Monitor and Review

We monitor and review the steps we have taken to manage environment responsibilities in our workplace, and adjust our program to address any workplace changes.





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