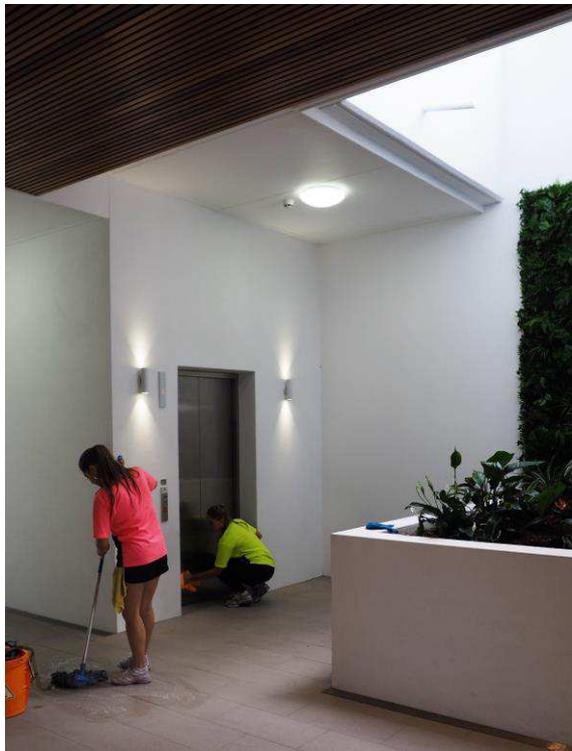
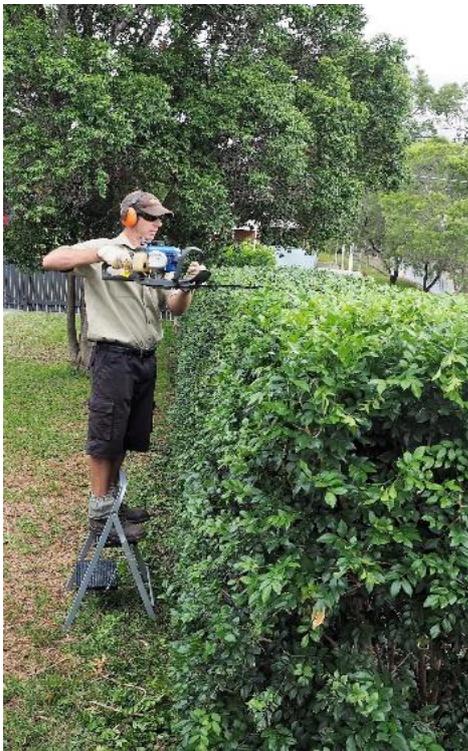


Capability Statement

THE CLEANING CREW QLD



“Clean and Green inside and out”



BRISBANE, GOLD COAST, SUNSHINE COAST REGIONS

QUEENSLAND AUSTRALIA

PHONE: 0450 410 014

<http://www.thecleaningcrew.com.au>

WELCOME TO THE CLEANING CREW QLD

The Cleaning Crew Qld is a full service cleaning and grounds maintenance contractor, serving the Brisbane, Gold Coast and Sunshine Coast Regions. We specialise in combining professional cleaning and grounds maintenance services to commercial building owners and managers. This gives consistency of service and accountability to keep the site "clean and green".

The Cleaning Crew Qld will provide you with the standards of cleanliness that your building requires, at a price that makes sense. And price, while important, is only one of the factors that must be considered when choosing your cleaning contractor.

What can The Cleaning Crew Qld team do for you?

1. Provide you with a clean, safe, and healthy environment for your customers and employees.
 - Clean buildings project a first class image.
 - Routine cleaning programmes improve the longevity of the building.
 - Healthy buildings ensure a working environment free from contaminants.
 - Healthy buildings provide a safer workplace and decrease the number of worker's compensation claims due to slip/fall accidents and the spread of viruses.
 - Healthy buildings reduce the amount of sick time taken by employees working in the building.
2. Improve satisfaction
 - Quality scheduled cleaning and maintenance reduces complaints.
 - Clean buildings increase employee satisfaction.
 - Employees who work in a clean building are happier – and happy employees means reduced turnover.
 - Beautiful living outdoor areas provide sanctuary and time out space.
3. Reduce costs and increase revenue
 - Combined cleaning and grounds maintenance services reduces travel costs and provides economies to the running of the site.
 - Clean buildings are less expensive to maintain.
 - Clean buildings help to increase tenant satisfaction and reduce tenant turnover.
 - Clean buildings ensure that property values remain high because having a clean building improves the longevity of the building.
 - Green areas provide cool microclimates to relax in.
 - Implementing mulching and plant replacement programmes to maintain outdoor areas provides pleasing aesthetics and reduced maintenance costs.
4. Offer you a full-service partnership for all your building maintenance needs
 - We provide quick response to your needs and offer specialised cleaning services such as carpet spotting, carpet cleaning, hard floor care, window washing, and construction clean-up.
 - Our operation is fully automated. We track sales and costs of each building in order to measure productivity and efficiency. Our accounting system is also automated, ensuring accurate and timely billing.

We believe our most important asset is our people – the success of our business depends on them. Our people are well-trained and well-supervised. New employees are thoroughly screened, including police checks.

We believe that in order to achieve results for our customers, we need to keep our employees motivated to provide the best service available. Our employees are paid highly competitive wages; they participate in various incentive programs, and are rewarded for a job well done.

Our Commitment

The Cleaning Crew Qld are your “All-Round Cleaning and Grounds Solution” for any situation.

The Cleaning Crew Qld Team have a commitment to provide a top quality cleaning and grounds maintenance service with a green conscience. We want to make a difference to our environment and to ensure the health of you and your family and all staff.

Our team of dedicated cleaning staff members are thoroughly trained in the latest hygienic cleaning techniques and work safety processes. Your satisfaction will be our primary goal...we focus on maintaining the highest standard of cleanliness to protect your health without damaging the environment.

All Horticultural staff are trained and inducted by a certified Horticulturist. The Cleaning Crew Qld use a buddy system where all teams consist of at least one fully qualified horticulturist who is onsite at all times to provide direction and training to up and coming team members.

Our History

The Cleaning Crew Qld Team began in June 2015 when Brinley and Kirsty Richards bought the business to provide the Brisbane area with commercial cleaning and grounds maintenance services.

Between June 2015 and June 2016 Brinley and Kirsty focused the business on providing bundled services to body corporates and strata managers which enabled The Cleaning Crew Qld to grow into the business it is today.

We have been selected to provide cleaning and grounds maintenance services to over 30 apartment complexes and aim to increase this while maintaining our high service levels, that are supported by our strong maintenance systems.

Brinley runs the operations of The Cleaning Crew Qld. His horticultural and cleaning career has spanned 18 years. During this time Brinley has worked for several companies, starting as an apprentice and working his way from Leading Hand, Contracts Manager, Regional Grounds and Cleaning Manager to State Manager– gaining valuable experience in horticulture, cleaning, landscape and management.



Brinley is a highly motivated individual with a wealth of operational and management knowledge. He is dedicated to providing best practice procedures with a sustainable approach. Brinley has administered contracts with budgets of more than \$16.5 million and has been involved in the transition of business – negotiating and minimising risk liability. He has sourced and purchased millions of dollars' worth of plant and equipment and has managed public contracts for the Australian Defence Force, Telstra, Ergon Energy and Linkwater.

A selection of Brinley's qualifications, skills and experience include: Diploma of Management, Certificate IV Workplace Training and Assessment, Certificate IV Horticulture Turf Management, Certificate IV Horticulture Parks & Gardens and Bachelor of Business Management at QUT.

Kirsty runs the compliance and administration side of the business. Kirsty has been in administration and compliance management for over 16 years and is a highly organised, results-focused Manager with demonstrated success in managing large contracts and projects for private and public sectors. Kirsty is renowned for instilling major process improvements and business efficiencies underpinned by the authoring and implementation of support procedures, training manuals and various ISO compliances.



Our team

The Cleaning Crew Qld provide dedicated personnel to each site in order to maintain continuity of service levels for the client. The benefits to having dedicated personnel ensures we can provide:

- a service that is highly programmed, consistent and reliable
- a service that incorporates flexibility
- a resource that can be reactive to issues and client requests should they arise
- staff who will develop a high level of ownership, dedication and commitment to each site

At The Cleaning Crew Qld, the aim is to bring out the best in our people. Each team member is encouraged to contribute to the company's continual growth and success. Our team members enjoy a work environment where they feel respected, supported, recognised and trusted.

The focus is on providing employees with opportunities to excel in their chosen field while realising their potential, abilities and strengths. The Cleaning Crew Qld's people are always encouraged to learn new skills while growing both personally and professionally.

Our people are our greatest resource, a resource which we will always be committed to continuously improve, develop and train at all levels.

Staff Retention Disclosure Statement

We do not engage sub-contractors to avoid paying award wages to our cleaners. The Cleaning Crew Qld believe paying our staff at or above award. We are against degrading employee conditions and providing sub-standard untrained labour. Unfortunately, the cleaning service industry has been tainted by the conduct of unprofessional cleaning contractors who use unscrupulous operating methods by the use of cheap, untrained, sub contract labour and cash in hand payments, designed to increase their profits at the expense of their workers.

This presents a massive risk to managers, tenants and owners alike, who unwittingly contribute towards serious breaches of legislation albeit unwittingly. All staff employed by The Cleaning Crew Qld are directly employed and paid in full accordance to award rates. Our workers are fully-covered by WorkCover Queensland and The Cleaning Crew Qld has a comprehensive Public Liability Insurance policy.

Code of Conduct

We want to make sure that our customers are more than satisfied with the quality of service, expertise and results from our organization. When we accomplish this goal, the business and all employees will continue to grow and prosper.

In order to satisfy our customers, we have very high performance expectations of each member of our team. As such, we have included a partial list of the attributes and behaviours we expect from each team member:

- Focus on performance, productivity and efficiency in all work endeavours.
- Mutual respect between co-workers, customers and everyone with whom we do business.
- Considerate of fellow employees, supervisors, subordinates, or co-workers.
- Work in a manner safe to both yourself and your fellow workers.
- True team work and cooperation. Personal problems between employees should not be pursued at work.

- Cost-consciousness – always consider how to keep our operating costs to a minimum.
- Respect Company property, using only for business purposes.
- Responsible timekeeping.
- Be on time to work and contact an Owner/Manager for absences or tardiness.
- Talk to management about grievance with fellow employees.
- Maintain business equipment; keep equipment and property clean..
- Keep the workplace clean and clutter free.
- Respect your time at work; no receiving or making personal phone calls during working hours.
- Respect the confidentiality of the Company and its customers.

Professional memberships

Our membership in The Janitorial Store™ and Building Service Contractors Association of Australia and the Chamber of Commerce and Industry Queensland demonstrates our professional commitment to quality.

We are a professional firm in the business of contract cleaning and garden maintenance and our memberships help us to stay on top of the industry. We are kept up to date on cleaning techniques, personnel issues, ways to cut customer's expense, and much more.

Our memberships give us a competitive edge so that we can bring you the quality and service that you deserve and expect.

Landscaping/Garden Maintenance



Our capital equipment includes:

- Hand mowers / ride on mowers
- Weed sprayers
- High pressure water blasters
- Hedgers and edger's
- Litter vacuums and blowers
- Various other specialised yard maintenance equipment

We know that first impressions count. Attractive landscaping and lush, green gardens are a cost-effective way to impress your customers as well as providing an appealing work environment for your colleagues. From an entire business park to a simple garden, we have the expertise and resources to develop and maintain a garden that you will be proud of. And so will we, because we passionately tend to each garden as if it was our own.

What we offer:

- Tailored programmed garden maintenance schedule
- Garden & grounds maintenance
- Landscaping design & construction
- Site supervisor "single point of contact"
- Monthly reporting
- Annual garden audit
- Competitively priced packages

The Cleaning Crew Qld offers a wide range of commercial and industrial garden maintenance services such as:

- car park sweeping / cleaning
- fertilising
- indoor plant hire-sales-maintenance
- irrigation design-installation-maintenance
- landscape design & construction
- mulching
- pruning
- planting
- pest & disease control
- weed control

Work Capabilities

Focus Apartments, Chermside



Focus apartments is set in the heart of Chermside with access to shops and transport only meters away. The building consists of 75 residential apartments over 9 levels and multiple commercial tenants who share back of house and common areas facilities.

The Cleaning Crew Qld provide a full maintenance package to the onsite manager, including cleaning, grounds maintenance and a pool service to keep the tenants and guests comfortable at all times.

Evolve Apartments, Chermside



Evolve Apartments are the newest address in Chermside, consisting of 72 residential apartments and commercial tenancies. Evolve is under the care of The Cleaning Crew Qld to ensure the brand new building doesn't lose its shine. Our dedicated team provide all cleaning and pool maintenance services and support building management with due diligent reporting and communications as they are not located onsite.

Grovely Terraces, Keperra



The cleaning Crew Qld provide all 61 townhouses and units with our professional cleaning services for all common areas. Our onsite client recently quoted saying, "You guys have the best, most consistent cleaners I have ever seen. I could not be happier."

Garden City Family Doctors



The Cleaning Crew Qld were selected to provide the cleaning services to Garden City Family Doctors Medical Centre in 2014.

- Reception

- Waiting Rooms
- Treatment Rooms
- Offices
- Toilet and washroom areas
- Lunchrooms and kitchenettes
- Windows
- Chemist

The Cleaning Crew Qld takes pride in maintaining exceptional levels of advanced hygiene in our healthcare cleaning services. Our highly trained team exceeds Australian government and industry standards.

But in the highly-controlled environment of medical facilities, quality control is the key. If quality is taken for granted, it can start to slip. If it's codified, specified and checked at every step, quality is assured. **Our cleaners meticulously follow the right procedures to ensure quality control is maintained.**

Camelia Avenue and Bald Hills Child Care Centres



The Cleaning Crew Qld commenced grounds maintenance services for these Centres, which are licenced for 75 – 100 children each on 15 December 2015.

They are both large day care centres which have 4 separate play areas each as well as large carparks and gardens. The Cleaning Crew Qld understands the unique requirements in maintaining the highest standards of safety and presentation of play areas following years of specialised experience.

Our garden maintenance is conducted outside children's' attendance hours (unless specified otherwise) to minimise disruption.

Not only does The Cleaning Crew Qld manage childcare centre gardens and play areas we also have the expertise - via our landscape design and construction team - to create a wonderful and magical space with the latest in fun and robust play equipment.

Recently Completed Projects



Signature Apartments

The Cleaning Crew Qld completed on time and on budget the final clean for the 93 apartments in Mitchelton.

Work included builders cleaning and debris removal. Heavy scrub treatment of all 93 units, tiled common areas and 174 bathrooms that all required to be acid washed. We also wet scrubbed the basement carpark.

The developer, builder and onsite manager all commented on the quality of service and the ease of increasing cleaning requirements and the reliability of our staff.

Point View Residences - Wynnum



The Cleaning Crew Qld painstakingly cleaned all 46 units in this high-end development from the ground up to the 2 storey full glass penthouses with bay views, rich black flooring and executive high end finishes.

Parkside - Cannon Hill



Attention to detail is at the core of our business and we promise you a high quality finish to ensure you're ready for presentation. Our fastidious and highly efficient team is ready to complete the job within your deadline.

At Cannon hill we managed to present 44 units in just 4 days.

Locale @ Alderley



Locale @ Alderley brought a new level of relationship building with a competitor not able to complete and leaving the builder and developer in the lurch

The Cleaning Crew Qld delivered 16 staff to sort out the build and make the deadline to handover.

Settlements of sold units happened the same day and we delivered clean ready to move in apartments.

After the trades pack up, you can trust our Builders clean team to bring out the shine in your building project. Final clean, builders clean, handover clean, construction clean up, sparkle clean, we have you covered!

Specialist Equipment

What sets The Cleaning Crew Qld Team apart from other cleaning businesses in the Brisbane, Gold Coast and Sunshine Coast regions is our range of specialised equipment to cover the full range of cleaning challenges.

Tennant 385 Mid-Sized Street Sweeper

The Cleaning Crew Qld has available a Tennant 385 mid-sized street sweeper available for hire. This machine makes short work on carparks and bike paths or any hard surface that needs to be swept. It can also be used inside industrial buildings.



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As a building owner or tenant, it is natural for you to want to protect your asset and to minimise any expenses. As sand, dirt and other debris act as an abrasive substance, particularly when driven over by heavy vehicles, this can wear away the seal coating or line marking on concrete or other surfaces.

Maintenance sweeping can minimise the abrasive action by removing the debris so it is not ground into the surface. Companies overseas claim this can improve the effective life of a paved area by as much as double. It is also important to note that dirt collected allows weeds to take root further impacting on surface degradation.

The sweepings are stored in a hopper bin in the front of the machine and can be dumped into a standard skip bin, truck or ute.

Commercial Automatic Scrubber

It is well recognised that people make value judgements based on first impressions. Do you think your customers or clients would prefer to see a professionally managed property or one that looks like it is in need of some restoration.



No matter how good your premise is inside or how professional your services are, once a person develops a perception it is very hard to change.

We use this equipment to ensure we are providing the best possible solution for your scrubbing needs. The scrubbing process typically involves the application of a chemical solution which is scrubbed into the surface with up to 180kg of pressure.

This solution is then recovered from the floor via the vacuum squeegee system at the rear of the scrubbing machine. Typically the floor is touch dry immediately but will take 5 - 20 minutes to dry out more thoroughly depending on ambient conditions.

By using different chemicals and scrubbing brushes or pads, a range of different surfaces can be treated with varying surface contaminants being removed. We can scrub raw or sealed concrete, epoxy or vinyl.

We can also scrub unsealed concrete during the construction process to prepare the surface for sealing treatment.

To provide a thorough scrubbing service we can manually clean in corners, around posts and any other areas the machines cannot get into.

Polivac



Polivac is an Australian made suction polisher which is ideal for cleaning hospitals, schools, hotel foyers and Basketball courts with either vinyl, Terrazzo, marble or timber floors. It is also good for general floor maintenance and can be used for carpet cleaning as well.

4.5 metre Mobile Scaffold Tower



We have a 4.5 metre Mobile Scaffold Tower that we use as a platform for cleaning at heights. It has a safe working load of 225kg and can be adjusted easily to work at lower height.

High Pressure Cleaners

We have multiple 3800psi High Pressure Cleaners that are petrol or diesel driven.

