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Company Profile



Commercial Kitchen Cleaning Made Easy!



Member of Building Services Contractors Association of Australia

The logo for Deluxe Canopy and Duct Cleaners features the word "deluxe" in a large, bold, lowercase sans-serif font. Below it, the words "canopy and duct cleaners" are written in a smaller, lowercase sans-serif font. The text is centered within a white oval shape that is split horizontally by a white line. The background of the logo is a light gray gradient.

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Company Details

Murphy Family PTY LTD trading as



Registered Office 12 Marie St, Boronia
ABN: 68438895121

Mission Statement

“To Make Commercial Kitchen Cleaning Easy!”

Our Values

- To develop long term relationships with an expanding client base through the provision of high quality cost effective services.
- To provide superior customer service with a sense of urgency through a highly. motivated team.
- To assist employees to develop personally & professionally.
- To operate pro actively, ethically & legally in all our dealings.

Contact
Brendan Murphy
0411 444 682
www.kitchencanopyandductcleaners.com

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Company Details

“Innovators in the Cleaning of Commercial Kitchen Canopies and Ducts”

De-Luxe Canopy Cleaning is a specialised industrial cleaning contractor of air ducts and commercial kitchen cleaning systems and a supplier and installer of grease and air filters associated with this process.

De-Luxe commenced business in 2001, and has enjoyed continual and sustainable growth servicing major sites in Victoria including Australian Department of Defence, Melbourne Airport, Vasey RSL Aged Care, Deakin University and Crown Casino for Ikon Services.

De-Luxe is a long standing member of the Building Service Contractors Association of Australia (BSCCA).

With an eye on the future, we are developing and adopting new technologies and project management methodologies that will see us maintaining our position as a market leader in sustainable commercial kitchen cleaning, duct canopy cleaning and air conditioning duct cleaning.

Major Clients





Company Details

Technical Experience

The knowledge required to run a successful cleaning company is often underestimated. Not only is there need for scientific and technological knowledge.

One of De-Luxe's comparative advantages lies in our knowledge. We know cleaning, and not only at an operational level. Our Senior Managers have a thorough understanding and experience in dealing with chemicals, technology and efficient and effective cleaning methods.

Knowledge on a macro level is also crucial. De-Luxe's objective of maximising efficiency ensures that we are committed to investigating new technology and materials.

De-Luxe is a privately owned company that has a vested interest in exceeding all clients' expectations. We are a professional organisation with the infrastructure to successfully manage large contracts, while still providing that 'personal touch'. Because De-Luxe understands the importance of adopting a "work smart" approach to cleaning in an industry that is labour intensive, our operations team is constantly analysing and researching more efficient work methods. Our company strives to deliver a speedy, efficient, cost effective, and safe and customer focused service to its clients.

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De-Luxe's Vision & Values

Our Mission

De-Luxe's mission is to create sustainable value for our customers, staff, owners and society, by effectively applying our expertise in designing, supplying, installing and maintaining mechanical systems anywhere in Australia.

Our Values

De-Luxe promotes and encourages all of our employees to embrace a set of values that support our mission and business objectives.

- **Customer commitment** - We delivery quality products & services which sustain & grow successful business partnerships with our external & internal customers.
- **Our People** - We provide leadership & commitment to our people through strong teams dedicated to safety, equity, recognition & respect for all.
- **Success** - We create a winning outcome for our people and our customers.
- **Managing Excellence** - We achieve best practice through dedication, new ideas & professionalism, in all we do.
- **Integrity** - We commit to supporting an environment that fosters honest & ethical behaviour.
- **Communication** - We foster & grow an organisation which supports open, honest and effective personal two-way communication with out people and our external stakeholders.

Our People

Today's business environment demands high levels of technical and analytical skills, innovaive thinking and an ability to apply new technologies to deliver practical, efficient, sustainable solutions.

To meet these demands, De-Luxe's culture of performance excellence provides ongoing op- portunities to employees for the continual upgrading and development of skills.

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Specialised Services

De-Luxe offers a unique capability in the cleaning and maintaining of mechanical equipment in the commercial, industrial and residential area. Our team of qualified engineers, project super- visors and technicians have many years of experience working to the challenging standards of Australia's leading consultants, government departments and leading national companies.

Some of the specialised services we offer

- **Kitchen Canopy Cleaning** - Routine cleaning of kitchen exhaust hoods and canopies using environmentally friendly approved products.
- **Kitchen Exhaust systems** - including the degreasing of internal surfaces of grease laden ducts, fans and discharges to minimise the fire risk associated with a build up of combusti- ble grease and oils.
- **Plant-room Cleaning** - Routine cleaning of plant-rooms including interior and exterior of equipment, overhead lights, ducts, floors, walls and ceilings.
- **Air conditioning systems** - Including the supply and return air ducts, air handling units including fans, dampers and filter bank replacement.
- **Toilet, bathroom and laundry exhaust systems** - that involves the removal of accumulated build up of lint and dust from the registers and ducts that prevent satisfactory collection and discharge of odour and steam laden air.
- **Car park Supply and Exhaust Systems** - that accumulate a build up of carbon and dust on both the exhaust ducts and registers resulting in poor exhaust performance
- **Coil Cleaning** - including the high pressure detergent washing of cooling and heating coils on package and built up air conditioning plants. The coils are then treated with an approved applicant to minimise the growth of mould spores.
- **Indoor Air Quality** - Air Quality testing of HVAC systems in accordance with the property council of Australia's Guidelines. Testing may include but is not limited to Carbon Dioxide, Carbon Monoxide, Temperature, relative humidity and volatile organic compounds.

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- **Microbiological and Chemical** analysis of particulates including photographic images and detailed reports.
- **Mould Remediation Work** - De-Luxe offer a complete inspection, report and rectification of areas of HVAC systems affected by the ingress of moisture resulting in a build up of mould contaminants in the system.
- **Waste Chute Cleaning** - We provide cleaning sanitizing and deodorizing for waste chute exhaust systems for international hotels and health care departments on routine maintenance schedules. Waste chutes that are used to transport dirty clothing and bedding materials to the laundry for cleaning are high breeding grounds for all types of germs and odours and should be cleaned, decontaminated, sanitized and deodorized three monthly.

The logo for Deluxe canopy and duct cleaners features the word "deluxe" in a large, bold, lowercase sans-serif font. Below it, the words "canopy and duct cleaners" are written in a smaller, lowercase sans-serif font. The text is centered within a white oval shape that is superimposed on a grey rectangular background.

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Human Resources

Human Resources (HR) De-Luxe recognizes that its success is dependent upon the employment of honest and reliable personnel. Considerable resources are allocated towards a thorough selection process. De-Luxe's HR Manager is responsible for the employment of all new staff. Potential candidates are interviewed and must meet the following De-Luxe selection criteria before being offered employment:

- **Good Communication skills**
- **Personal Presentation**
- **Willingness to participate in the company training**
- **Willingness to exceed the customers expectations**

Prior to commencement of employment with the company, all employees must complete an induction program, which includes an introduction to the company policies and procedures with a strong focus on Occupational Health and Safety. The following HR Key Performance Indicators are reported to the Board for analysis on a monthly basis:

- **Work cover**
- **Sick Leave**
- **Staff Turnover**
- **Staff Surveys**

De-Luxe enjoys a relatively low staff turnover which is a positive indication of staff morale.

De-Luxe has and continues to pride itself on its open and honest relationships with its employees which involve with regular staff appraisals. Half yearly staff surveys are also conducted. We recognise the importance of listening and communicating with our staff. Through ongoing training, development and support we maintain staff motivation.



Contract Management

Quality Policy Statement

De-Luxe strives to maintain a consistently high level of cleaning service, which is in conformance with contract, mandatory, health and environmental requirements. The staff of De-Luxe are aware of the need for good customer relationships to achieve customer satisfaction and De-Luxe shall strive for a high level of staff satisfaction.

Quality Management Systems

De-Luxe is committed to providing a quality cleaning service to all of our clients. Company management has strengthened its commitment to providing superior service by establishing a Quality System that meets with the ISO 9001-2001 standard. Compliance with the standard begins with the Managing Director and is embraced by every employee. The level of excellence is ensured by:

- Regular reviews
- Audits both internal and external
- Identified opportunities to improve being ratified by Senior Management
- Improvements implemented in a timely manner
- Relevant parties notified in writing

De-Luxe is committed to continually improving the quality system and ensuring that it meets the needs of our clients and provides opportunities for personal and professional growth of management and field staff.

This commitment to quality service and to staff development will maintain De-Luxe's position as a Premier Cleaning Company.

Quality Audits

Quality Audits have provided De-Luxe with a tool to measure cleaning standards. During this process the cleaning is rated and attributed a score.

The management of De-Luxe relies on QA data to monitor the quality of the service being delivered to clients.

The Area Managers follow a QA schedule. The results are then collated on a monthly basis by the Operations Manager, analysed by the Risk Group and presented to the Board for review. Any non conformances that are detected



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during the inspection are rectified by the Area Manager and his staff within 24 hours.

The management of De-Luxe also values feedback through our half yearly Customer Surveys which provide another forum for performance evaluation. The survey results are analysed by the Risk Group, assessed by the Board and fed back to the staff through our quarterly company newsletter.

Time and Attendance

Each De-Luxe team member officially records his/her attendance and departure by signing in and out daily.

Site Management

De-Luxe's managers are trained to be customer focused and systems orientated. The person appointed to manage a site will ensure that the specified standard is met, and will strive not only to meet the contractual requirements but also to exceed them.

Reporting

De-Luxe is a customer-focused organisation whose quality reporting systems are designed to address the specific requirements of each client.

Quality Audits

QAs are conducted with the client representative and the De-Luxe Area Manager. These inspections provide the client with an opportunity to measure the cleaning standard and also to provide feedback regarding the service delivery. The QA results are reported to the Board and analysed on a monthly basis.

Corrective Action Reports (CARs)

A detailed log of non-conformances is registered at Head Office. The Operations Manager monitors this register to ensure that defects are rectified quickly. Details of CARs are reported to the Board on a monthly basis.

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OH&S Reporting

All workplace incidents and accidents are recorded on an Incident Report Form and faxed to Head Office for registration by the Risk Manager. All incidents are reviewed at the monthly Risk Group Meeting and appropriate corrective action follows i.e. a Risk Assessment may be recommended as a preventive measure. A detailed report of all incidents is submitted to the Board on a monthly basis.

Communication Book

The Communication Book provides the client with a simple form of communication with the site cleaner and supervisor, while at the same time providing the Area Manager with an insight into any inefficiencies that the client may be experiencing. Additional service requirements may also be identified through this forum.



Occupational Health & Safety

De-Luxe recognises its moral and legal responsibility to provide a safe and healthy work environment for employees, contractors, customers and visitors. This commitment also extends to ensuring that the organisation's operations do not place the local community at risk of injury, illness or property damage.

Objectives

De-Luxe Canopy and Duct Cleaning will:

- Provide and maintain equipment and a system of work that is safe and without risk to health.
- Make and monitor arrangements for safe use, handling, storage and transport of equipment and substances.
- Provide written procedures and instructions to ensure safe systems of work.
- Ensure compliance with legislative requirements and current industry standards.
- Provide information, instruction, training and supervision to employees, contractors and customers to ensure their safety.
- Provide support and assistance to employees.

Responsibilities

Each management representative is accountable for implementing this policy in his or her area of responsibility. Managers and Supervisors are responsible for:

- The provision and maintenance of the workplace in a safe condition.
- Involvement in the development, promotion and implementation of health and safety.

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Policies and procedures.

- Training employees in the safe performance of their assigned tasks.
- The provision of resources to meet the health and safety commitment. Employees are to:
- Follow all health and safety policies and procedures and take reasonable care for their own safety and of others at their workplace.
- Report all known or observed hazards to their immediate supervisor or manager.

Application of the Policy

This policy is applicable to De-Luxe Canopy and Duct Cleaners in all its operations and functions.

Consultation

The organisation is committed to consultation and cooperation between management and employees. The organisation will consult with elected employee health and safety representatives, and employees in any workplace change that will affect the health and safety of any of its employees.

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Occupational Health & Safety

OH&S Manual Table of Contents

Chapter 1 Planning and Management

Section 1.1	Document Control - Manual Control Sheet
Section 1.2	Document Control - Manual Issue
Section 1.3	Document and Data Control Procedure
Section 1.4	Emergency Preparedness Plan
Section 1.5	Emergency Response Plans
Section 1.6	National Guidelines - Fire Fighting
Section 1.7	Fire Action
Section 1.8	Fire Safety Checklist
Section 1.9	Site Safety Plans
Section 1.10	Waste Management Plan
Section 1.11	First Aid Requirements - Procedure
Section 1.12	Guide To First Aid
Section 1.13	Guide To Building Evacuation
Section 1.14	Guide To Fire Extinguishers
Section 1.15	Occupational Rehabilitation Program
Section 1.16	Privacy Compliance Procedure
Section 1.17	Procedures Management
Section 1.18	Record Register
Section 1.19	Working Alone
Section 1.20	OH&S Implementation Plan

Chapter 2 Communication and Consultation

Section 2.1	Occupational Health & Safety Policy
Section 2.2	Policies and Procedures
Section 2.3	OH&S Committee
Section 2.4	National Safety Committee Matrix
Section 2.5	Safety Performance Indicators
Section 2.6	Safety Performance Report
Section 2.7	Accountabilities and Responsibilities Matrix
Section 2.8	Communication and Consultation Poster
Section 2.9	Guide To Risk Group OH&S Committees
Section 2.10	Quarterly Safety Performance Report
Section 2.11	Risk Group Minutes
Section 2.12	Safety Reporting Procedure

Occupational Health & Safety

Chapter 3 Risk Management

Section 3.1	Risk Management Overview
Section 3.2	Hazard Register
Section 3.3	Risk Assessment Calculation
Section 3.4	Risk Assessment Calculation Including Building
Section 3.5	Checklist – General Hazards
Section 3.6	Checklist – Manual Handling
Section 3.7	Checklist – Hazardous Substances, Dangerous Goods & Confined Spaces
Section 3.8	Hazard Alert – Chemicals
Section 3.9	Hazard Alert – Environmental Waste
Section 3.10	Hazardous Substances & Dangerous Goods
Section 3.12	Status Review
Section 3.13	Risk Assessment – Manual Handling
Section 3.14	Risk Assessment – Hazardous Substances & Dangerous Goods
Section 3.15	Risk Assessment – Plant
Section 3.16	Risk Assessment – General
Section 3.17	Risk Assessment – Office (Checklist)
Section 3.18	Health & Safety in the Office
Section 3.19	Noise Management
Section 3.20	Guide To Risk Management For Managers
Section 3.21	Guide For Risk Management Workbook
Section 3.22	Risk Control Plan – General Building

Chapter 4 Risk Management

Section 4.1	Staff Performance Appraisal
Section 4.2	Induction Checklist
Section 4.3	Purchasing – Safety Considerations
Section 4.4	Subcontractor Management – Procedure
Section 4.5	Subcontractor OH&S Safety Plan
Section 4.6	Subcontractor Checklist
Section 4.7	Application For Employment

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Occupational Health & Safety

Chapter 5 Training & Competency

Section 5.1	OH&S Training Plan
Section 5.2	OH&S Training & Information - Procedure
Section 5.3	Training Needs Assessment
Section 5.4	Comprehension Assessment
Section 5.5	Safety Induction
Section 5.6	Induction Guide For Cleaners
Section 5.7	General Induction Checklist
Section 5.8	Start The Day Safely Poster
Section 5.9	Cleaners Training & Competency Record

Chapter 6 Audits and Inspections

Section 6.1	Audits & Inspections - Procedure
Section 6.2	Safety Audit & Inspection Checklist
Section 6.3	OH&S Timetable Of Activities
Section 6.4	New Site Safety Startup Checklist

Chapter 7 Accidents, Incidents & Injury Management

Section 7.1	Accident Flowchart
Section 7.2	Safety Audit & Inspection
Section 7.2	Accident-Incident Corrective Action
Section 7.3	Incident & Accident Reporting Matrix
Section 7.4	Incident Report Form
Section 7.5	Injury Notification
Section 7.6	Rehabilitation Policy and Return To Work Program
Section 7.7	Return To Work Plan
Section 7.8	Return To Work Program for Injured Employees
Section 7.9	Suitable Duties
Section 7.10	Dispute Resolution
Section 7.11	Injury Management Procedure
Section 7.12	Guide To Accident & Incident Investigation
Section 7.13	Return To Work Update

Note : Complete OH&S Manual is available upon request



Occupational Health & Safety

Risk Management

De-Luxe is committed to managing its activities through the establishment of a risk management system.

The company shall identify potential risks, prioritize these in terms of impact and outcome, and put in place operational controls and treatments to minimize these risks. Risk management is integrated into the culture of the company and is overseen by the Risk Management Committee.

Risk Management Policy

De-Luxe Property Services Pty Ltd manages compliance, financial and general business risk, using a risk management approach as outlined in the Australian Standard for Risk Management.

De-Luxe identifies risk in relation to good business practice, legislative and compliance matters, and human resources, as its key risk focus. Risks are identified, assessed against De-Luxe's chosen criteria and managed accordingly.

Risk Management is practiced at an executive level through middle management for all associated risks and at an operational level for safety and environmental matters.

Equipment

De-Luxe has made substantial capital investment in cleaning equipment and operational training. All operators of machinery must demonstrate competency (with the assistance of the manufacturer). Training records are maintained and subsequent training and assessments are performed regularly.

All equipment used will be purchased specifically to accommodate the requirements of the site.

- Our Managers deal only with "Approved Suppliers" who have previously met the criteria set by the De-Luxe quality system.



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- Consistency of service is imperative.
- De-Luxe has established service agreements with the suppliers to ensure that equipment is maintained, reliable and ready for the next shift.
- Testing and tagging of equipment is programmed every 6 months unless otherwise specified.

Industrial Relations

Dispute Resolution Procedure

De-Luxe believes that establishing firm relationships with staff members and the fast resolution of work place issues is the best method of avoiding industrial action. Our conciliatory approach has resulted in few industrial disputes with minimum inconvenience to clients.

Area Managers are trained to negotiate positive outcomes with employees who have a grievance. If this is not possible the employee may require the assistance of a Union representative in the negotiations.

In extreme circumstances the issue may go before the Australian Arbitration Commission for a resolution.

All subcontractors working in conjunction with De-Luxe must be formally inducted and abide by the company policies and procedures which apply to all employees of the company.

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Training

De-Luxe policies and procedures are highlighted in our comprehensive Employee Handbook which is issued during the induction process. Each employee is inducted prior to commencement on a work site.

Elements in the induction include:

- Hazard and Risk Management
- Incident Injury Management including Accident Reporting
- Manual Handling
- Safety
- Environmental Management
- Emergency Evacuation Procedures
- Code of Professional Conduct - including issue of Photo Identification Badges
- Site specific Procedures

Training and Development

De-Luxe Property Services has established a working alliance with MP Training Pty Ltd, a Registered Training Organisation (TAFE) licensed to deliver the National Accredited Training in Asset Maintenance (Cleaning Operations) and

Management Certificate II, III & IV. At public venues, training with a strong focus on Customer Service is complimented by a course initiated by Aussie Host.

In house company training also assists in the development of skills with an emphasis on:

- Occupational Health & Safety
- Quality Systems
- Care for the Environment
- Team Culture

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Schedule of Insurance

Schedule of Insurance

Page 2 of 2

Class of Policy: Business Combined Insurance	Policy No: AP1BN00655
The Insured: MURPHY FAMILY PTY LTD	Invoice No: 254426
	Our Ref: MURPH

Trade Insurance

This is the information that you have provided to us. Please check that the details are correct and advise us of any amendments

Policy number: AP1BN00655

Insurer

GIO General Limited ABN 22 002 861 583
This product is distributed by
AMPGI Distribution Pty Ltd ABN 40 098 080 810

Period of Insurance 14/12/2011 to 14/12/2012 at 4:00pm

Insured Name: MURPHY FAMILY PTY LTD
Trading Name: DELUXE CANOPY CLEANING

Address: MURPHY FAMILY PTY LTD
C/- AIS INSURANCE BROKERS
PO BOX 7660
MELBOURNE VIC 3004

Business Description: CLEANING CONTRACTOR (NOTSHOPP)
Additional Details: CLEANING CONTRACTOR FOR CANOPIES IN TAKE AWAY SHOPS & RESTAURANTS AND CLEANING CONTRACTORS FOR OFFICES

Public and Products Liability

Public Liability Limit Of Liability \$20,000,000

Property in Your Custody & Control Limit Of Liability \$250,000

Products Liability Limit Of Liability \$20,000,000

Domestic Turnover Up to \$100,000
Overseas Turnover \$0

Excesses:
Personal Injury \$200
Property Damage \$200

Endorsements:
No Endorsements

Interested Parties:
No Interested Party

Geographic coverage: This policy section covers claims for compensation made against you anywhere in Australia or New Zealand for personal injury or property damage occurring within Australia or New Zealand and as otherwise noted in your policy wording or by endorsement shown in your schedule.

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Certificate of Currency

CERTIFICATE OF CURRENCY



1. STATEMENT OF COVERAGE

The following WorkSafe Insurance policy covers the employer's liability under the *Accident Compensation Act 1985* (and amendments).

This Certificate is valid from:

30/06/2013

to:

30/06/2014

The information provided in this Certificate of Currency is correct at:

02/07/2013

2. EMPLOYER'S INFORMATION

Employer or Policy Number:

12227761

Legal Name:

MURPHY FAMILY P/L

Trading Name:

CANOPY CLEANERS-DE LUXE CANOPY CLEANERS

ABN:

68 438 895 121

ACN/ARBN:

102 216 697

3. IMPORTANT INFORMATION

This policy commences and finishes at 4.00pm on the dates specified above.

Caterina Todarello
Policy Services Manager
CGU Workers Compensation (Vic) Limited
For and on behalf of WorkSafe Victoria*
A.C.N. 005 297 781
GPO. Box 2090S Melbourne VIC 3001
Telephone 1800 066 204
Fax (03) 8804 9406

*WorkSafe Victoria is a trading name of the Victorian WorkCover Authority

