



SMART
CLEANING
SOLUTIONS

WWW.SMARTCLEAN.COM.AU

COMPANY PROFILE

NATION WIDE COMMERCIAL CLEANING
AND MAINTENANCE SERVICES



1300 664 647



iPRO





Nicholas Pastras
Managing Director

Smart Cleaning Solutions are committed to providing the highest quality commercial cleaning service available by exceeding the expectations of our clients, as well as their employees, patients, students, and other visitors to their premises or facilities

Where I came from

From a solid education at a leading private boys college “De La Salle” where I graduated in 1989, Straight into real-estate before stumbling across an opportunity in the cleaning industry.

Buying a cleaning franchisee changed my career path for ever, Couple that with being a cleaner for several years, no one understands the challenges better than me. Smart started late in 2009 and has continued to grow by near on 50% year in, year out.

Now a multinational organisation with offices in every state of Australia, there is No stopping us!

How do I want to be remembered?

What you earn, what you have, where you go are all irrelevant in the picture of life.

Who you are, what you stand for, how you treat people and what you are prepared to give really defines you.

I am committed to being a real and authentic person that generally cares for your well being ahead of my own.

Your joys and satisfaction become mine as I strive to create relationships built on trust, honesty and integrity.

What I'm most committed to

If there was one thing I would like to define what we are about at smart, it's our customers, our relationships and our people.

Many companies promote these values but seldom do they actually practise what they preach.

The above trilogy of focus forms the basis for all we do at Smart as we trust all else takes care of itself thereafter!

I genuinely get a win only when you win as winning at your expense is shallow at best!



Our Purpose is to create and sustain the modern environment by building trusted relationships with our customers. Our Promise is to work closely with our customers to help them succeed, using world-leading insights and solutions.

Our Pillars – Safety, Delivery, Relationships and solution based Leadership – are the framework that upholds our business, delivering a strong vision of who we are and what it means to engage with us.

Contents

03	Our Company
04	Our values
05	Our service
06	Smarter Way
08	Industries we clean
09	Our clients
10	Award rates & Labour laws
11	Corporate responsibility
12	Capability statement
13	Benefits & Focus areas
15	Our staff
16	Our policies



Our Company

**The most
reliable,
transparent
and
accountable
cleaning
company in
Australia**

Established in 2009, we are one of Australia's fastest growing commercial cleaning company and have built our business and reputation on reliability, consistency, excellence and customer satisfaction.

Smart Cleaning Solutions is Australia's best and 'smartest' cleaning & facilities management company. We have offices in Melbourne, Sydney, Brisbane, Adelaide & Perth and provide suitably attired, screened cleaners and maintenance staff, to over 1000+ businesses Australia-wide.

We supply Australia's most technologically advanced, transparent and accountable cleaning management systems.

The success and continued rapid growth of the organisation can mainly be attributed to providing good old fashioned, personalised customer service coupled with delivery of a consistent service at competitive market rates.





Our values

Our values reflect our purpose, our priorities and the beliefs by which we conduct ourselves. They define what it means to work at Smart Cleaning Solutions, regardless of location or role.

They are the fundamental basis of our sustainability management system along with our Code of Conduct and our Group policies.

Responsibility

We recognise that our work can have an impact on our society and the environment. We care profoundly about our performance in relation to environmental protection, human rights and health and safety.

Transparency

We value open relationships and communication based on integrity, co-operation, transparency and mutual benefit, with our people, our customers, our suppliers, governments and society in general.

Safety

Our first priority in the workplace is to protect the health and well-being of all our people. We take a proactive approach to health and safety; our goal is continuous improvement in the prevention of occupational disease and injuries.

The Objectives

Our key objectives, fundamental to our business in delivering you world-class cleaning and customer service, are as follows:

- Provide our customers with a professional and friendly service
- Meet or exceed the expectations of the management, staff and those visiting our clients office, building or facilities.
- Implement our Total Quality Management System based on ISO9001 Quality, ISO14001 Environmental and ISO45001 OH&S.

With offices all across the country, Smart Cleaning Solutions should be high on your list of cleaning companies to speak with about your current cleaning requirements. Not only do we provide fully certified, industry-leading commercial cleaning solutions for businesses of any size, we also offer ongoing support facilitated by innovative and progressive systems.

Accreditations

Triple ISO Accreditation



All our cleaning, operational and environmental management systems are triple certified to the exacting ISO9001, 4501 and 14001 standards.

ISO 9001:2015 Quality Management
ISO 14001:2015 Environmental Management
ISO 45001:2018 Occupational Health & Safety



Our Service

'Game Changing Technology' that has redefined what 'service' means in our Industry

National coverage, fully compliant employment contracts and world's best management practice in environmental, operational and WH&S systems, is just the beginning of the benefits you get when dealing with Smart Cleaning Solutions. What makes us really stand head and shoulders above every other cleaning company is our proprietary cleaning systems technology, which we call a 'Smarter Way'.

A 'Smarter Way' is an integrated suite of proprietary, cloud-based applications that enable our people to reliably manage all the cleaning, maintenance and facilities management tasks on your site, while providing the most transparent and accountable cleaning service ever seen.



How Does A 'Smarter Way' Work?

Get 'real time' updates of cleaning & maintenance tasks as they are performed on site

For the first time ever your facilities management team can see logs of critical cleaning and maintenance tasks performed on site, as they are completed, in real time!

Using a 'Smarter Way', our cleaners and maintenance staff log the completion of critical tasks as they are completed, on their mobile phones. Your management team can then view these logs instantaneously, including citing photographic evidence of the completion of critical tasks.

“ This state of the art technology is completely revolutionizing service standards in the facilities management industry and it is exclusive to, and only available through Smart Cleaning Solutions.

- Nicholas Pastras
CEO Smart Cleaning



How Our Staff & 'Smarter Way' Drive Customer Satisfaction

Account Management processes that drive excellence & assure customer satisfaction

No matter how good the technology a company invests in, if the people on the ground using it aren't dedicated and well trained, the outcomes produced are less than optimum. Here's how our people use 'Smarter Way' to provide you with the best customer service in our industry:

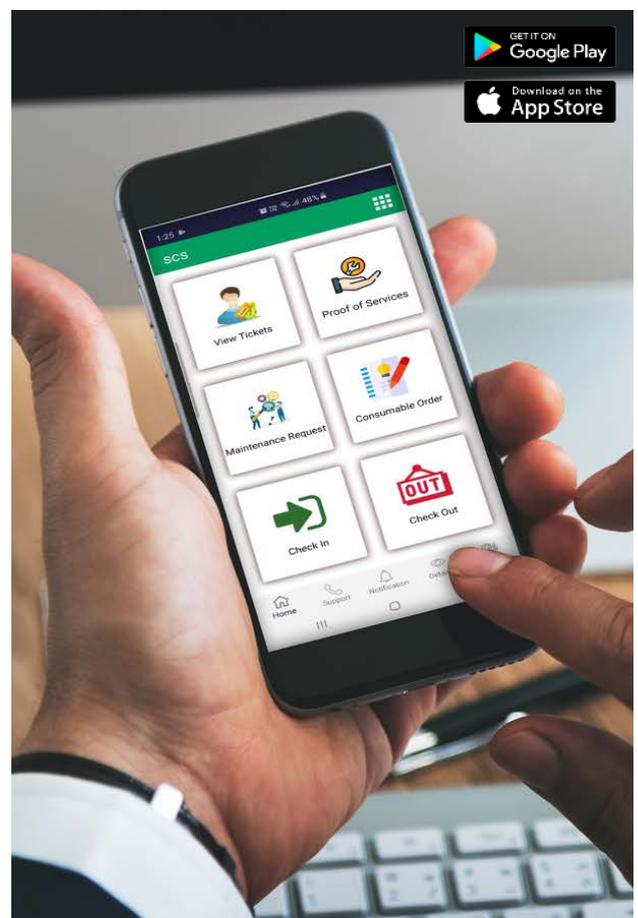
- Your dedicated account manager is the team leader on your site and is 100% accountable for your complete satisfaction.
- Your account manager supervises a team of screened cleaners on your site
- All cleaners and maintenance staff use a 'Smarter Way' to report on their tasks, for instance:
 - arrival and departure times,
 - time spent on site,
 - critical maintenance issues are logged, and
 - completion of mission critical cleaning tasks are logged, including:
 - supplying date and time stamped photographic evidence where required.
- Your account manager can view all this information and does weekly inspections and monthly audits against your agreed cleaning schedule,
- the results of all tasks performed, and your monthly audits are viewable instantaneously in the cloud via your 'Smarter Way' customer portal.

Accountable & Transparent Reporting Systems

Game changing reporting system

Using our 'Smarter Way' system, your staff can track and measure the performance of your cleaning schedule against specifications and standard benchmarks.

You can even measure and analyse key performance indicators such as time spent on site, accidents and injuries in the workplace, or anything else, and follow any escalation of issues entered into the system, right through to resolution.





Here's how a *'Smarter Way'* allows you to enjoy the highest levels of customer service in the cleaning industry



INNOVATION

- Our own exclusive custom-built App developed specifically to prevent every possible breakdown in a commercial cleaning process
- The most comprehensive & easy to use cleaning management system ever!



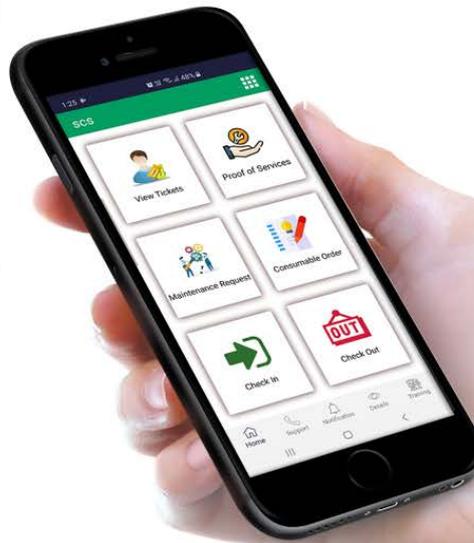
ACCOUNTABILITY

- Geo Fenced GPS validated data entry, if a cleaner is not on site, data cannot be updated.
- All Photos & data entry are time & date stamped using mobile tower credentials.
- 4 stage non-arrival alarm notifies supervisor, AM, Opp's or GM if a cleaner fails to arrive.



ESCALATION

- Client raised issues (tickets) seen in real time.
- Gone are the days of not knowing who to contact about issues.
- Response to tickets guaranteed within 2 hours.



COMPLIANCE

- "Check in" & "Check Logs"
- Proof of service zones
- Proof of identity of cleaner
- All statutory documentation like WSE, MDS, GHS & OHS viewable within the App or Client Portal



TRANSPARENCY

- All interactions & requests are logged & viewable in the database.
- You see what we see.
- Access inspection reports online as they are completed.
- Full scope of works at your fingertips



EFFICIENCY

- Photographic evidence & real time updates revolutionise efficiency & save time
- Maintenance reporting in real time
- Push button direct order of replenishables.



CLIENT PORTAL

You get online access to an administrative portal that enables you to view all the data captured through our App, allowing you to verify every aspect of the cleaning of your facility, in real time. Our exclusive, industry leading technology delivers the most convenient, comprehensive & transparent cleaning management system ever invented.



Fast deployment of cleaning & maintenance staff nationwide

Our experienced team of cleaning and maintenance staff, account managers and site auditing teams, collaborating via our proprietary 'Smarter Way' technology, are ready to assist you and can be deployed very quickly - 24/7 Response time within 24 hours!

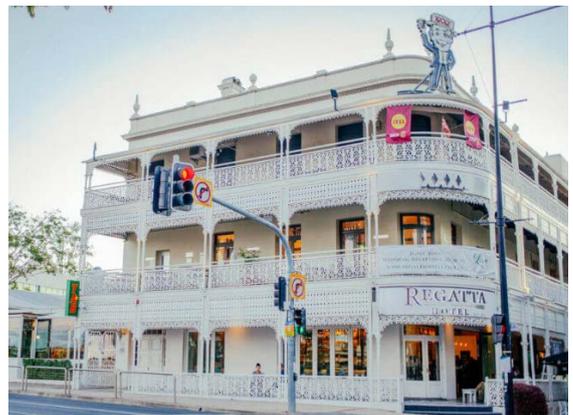
- We have extensive experience in rolling out cleaning services across multiple sites, in multiple states.
- Seamlessly insert a complete cleaning and maintenance department into your organisation, nationally, on any given day.
- Instantly get systems that provide unparalleled levels of responsiveness, reliability, transparency and reporting for your management team.
- Get it all done with absolutely no disruption to your core business.

Industries we clean

We provide contract cleaning services for:

- Hotels, pubs, RSL clubs, bars & bistros
- Housekeeping services
- Gyms & recreation centres
- Major shopping centres and sports stadiums
- Childcare centres and schools
- Aged care centres, medical centres & hospitals
- Restaurants
- Offices, retail - commercial/business
- Factories and warehouses
- Government and council

In fact, any commercial premises requiring regular cleaning!





Clients that have made- 'The Smart Choice'





Award rates and Labour hire laws

All our staffing arrangements comply with every relevant Australian labour hire law, including the Fair Work Act 2009, and the Labour Hire Licensing Act 2018 (Vic) as well as all WH&S legislation in all states of Australia.

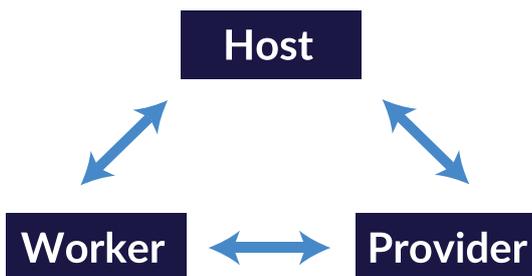
The applicable award is the Cleaning Services Award 2010 {MA000022} this applies to all staff engaged by Smart Cleaning Solutions for services outlined in the tender.

There were significant changes that have occurred in Queensland and are planned to occur in Victoria and South Australia late in October 2019 that will see the need for clients, cleaning companies, cleaning business partners and cleaners to understand that there is no where to hide when it comes to ensuring ALL components of a service agreement are compliant and that the end users- the cleaners, are not exploited or under paid below award rates. This is going to be the new norm and something that we ALL must understand and ensure we are compliant with. This will effect 3 states by 29th of October, it has been suggested that this legislation is being strongly considered at a federal level and more so may only be a matter of time before its adopted in all states of Australia.

It has always been the case that each and every person working as a cleaner, security guard or fruit picker within Australia must be paid in accordance with award rates as stipulated. In our case the mechanism to determine this is contained within the Cleaning Services 2010. Compliance also extends to ensure allowances for various shift penalties based on times of the day cleaned and weekends and public holiday rates are also applied.

Many organisations have chosen in the past to apply at times a fairly loose approach to this obligation and engage potentially questionable relationships with cleaning companies that based on this LHL laws will soon be clearly deemed as sham contracting and be punishable with significant fines.

The below pyramid demonstrates that under the new Labour Hire Laws that all parties that enter in a contracted cleaning service agreement will share EQUAL responsibility to ensure that these are done so at a rate that allows



Failure for any party to comply with their obligations may result in significant fines and penalties in the range of a maximum of \$120,000 for a natural person to in excess of \$500,000 for a corporation.

Smart Cleaning Solutions is in the process of securing our Labour Hire Licence and in turn will only engage in relationships with suitably labour hire Licence compliant service providers so there will be NO risk to your business through engaging Smart.

Just knowing the fact that Smart Cleaning Solutions are "Labour Hire Licenced" will be peace of mind for you - our client, given the strict reporting and undertaking that must be given by us coupled with the ongoing auditing that we must conform with to maintain this license.

At the end of the day, please ask your Smart Sales Representative for more information on this or visit www.labourhireauthority.vic.gov.au

Its nice to know that the cleaners providing the service at your premises are being paid the way they should!



Fair Work
OMBUDSMAN



Fair
Work
Commission





Corporate Social Responsibility Statement

We are committed to providing an environment where our people have the opportunity to achieve their potential, are highly engaged and are empowered to deliver exceptional service. We demonstrate our purpose, values and principles of responsible business through policies on employment, human rights, environment, supply chain, and in the conduct we uphold and expect of others.

Smart Cleaning Solutions goals, are to be dependable humans & corporate citizens:

Assurance

Our sustainability strategy supports business growth which preserves and protect our planet's natural resources. Through innovation drive efficiencies utilising environmentally certified products & techniques.

Charities

We are committed to investing in the communities where we do business through our support of Ronald McDonald House and other like charities. We will continue to both financially support the charitable giving and partaking in volunteer efforts. Assisting in implementing community engagement initiatives and through promotion of social responsibility.

People

'Partnership' captures the true spirit of our company. In our relationships with clients, with each other, with suppliers and business partners, integrity is our foremost standard of conduct. We strive to treat all stakeholders with respect and dignity. We focus on finding solutions by looking at the issues together. We aim to be fully supportive of a diverse workforce including both gender and ethnicity. We will continue to promote equality and diversity and always consider the health and wellbeing and the work-life balance of our people whilst continuing to improve labour policies and embrace fair trade.





Capability Statement

Commercial, Education & Government

Established in 2009, we are one of Australia's fastest growing national commercial cleaning company, and have built our business and reputation on reliability, consistency, excellence and customer satisfaction! In 2017 we serviced over 1500 clients and clean in excess of 2000 venues daily, and manage over 4000+ cleaning staff. This makes us big enough to start cleaning 50 new sites for a corporate customer on a Monday, but still small enough to really care about each and every business we service.

Core capabilities

A dedicated account manager is 100% responsible for your satisfaction. They manage a team of police & Vevo checked cleaners on your site with a 24 hour, 7 day availability. Our CRM and inhouse developers enables us to tailor reports to suit our clients needs.

- Retail, office & commercial
- Pubs, clubs, restaurants & cafes
- Educational & child care centres
- Sport & recreation centres
- Housekeeping services
- Aged care & health services
- Professional practices

Regulatory & Registrations

Everything we do at Smart Cleaning Solutions is about reliability & consistency. In fact we take reliability and customer satisfaction so seriously, we deliver ISO 9001, ISO 14001 & ISO 45001 accredited cleaning systems, which means our cleaning processes & procedures are independently certified, to conform to world's best practices.

Cm3 Workcover Public Liability

Category 1 assessment #032778

Allianz #13145525

Pen Underwriting # S5985/0064800

ASIC ABN – 86 142 107 702 ACN – 142 107 702

General information

Registered company name:
Smart Cleaning Solutions (VIC) Pty Ltd
Year incorporated: February 17, 2010
State of corporation: Australian Proprietary Company,
Limited By Shares
Company Accountants: Hall & Chadwick Chartered
Accountants
Company Lawyers: Rigby Cooke Lawyers

Contact information

Head Office - Central 2, Level 3, Suite 44
1 Ricketts Rd, Mt. Waverley, VIC 3149
Office: 1300 664 647
Fax: 1300 664 620
Email: info@smartclean.com.au
Website: www.smartclean.com.au
Director Nicholas Pastras - 0418 587 528
Email: nicholas@smartclean.com.au

Office locations

VICTORIAN HEAD OFFICE & TASMANIA - Central 2, Level 3, Suite 44, 1 Ricketts Road, Mount Waverley, Vic 3149

SOUTH AUSTRALIA & NORTHERN TERRITORY - The Watson, 33 Warwick Street, Walkerville, SA 5081

WESTERN AUSTRALIA - South32 Tower Level 25, 108 St. Georges Terrace, Perth, WA 6000

NEW SOUTH WALES - Australia Square, L33/264 George Street, Sydney, NSW 2000

QUEENSLAND - One, One, One Eagle Street, Level 54/111 Eagle Street, Brisbane, QLD 4000



Benefits



Safe and sustainable

As safety is of paramount importance to us we ensure all of our employees are comprehensively trained in work health and safety and conduct work in the safest manner possible. Our employees attend site inductions and perform risk assessments prior to beginning work to fully understand your site-specific safe operating procedures and minimise risk. We continually review our safe work practices through regular toolbox meetings to validate their currency.



Partners not contractors

Our ethos is based on collaboration as it is important for you to be involved in decisions that affect your business. By working in partnership we will become part of your team and seamlessly integrate into your business so there is no disruption to your daily operations. Our team can work flexible hours to suit your individual business needs and align with your site-specific safe operating procedures. We truly value customer loyalty and place great emphasis on customer retention which is testament to our long-standing partnerships.



There when you need us

Our experienced Account Managers have in-depth knowledge of local operating environments and the challenges their communities face. We appoint an account manager or onsite manager to each of our clients to maintain regular face-to-face contact and conduct weekly site visits to ensure our service delivery is maintaining cleanliness to the highest standard. Importantly, they are just a phone call away and are available to personally address any concerns you may have. We also provide, 24/7 access to a web-based Customer Portal which means you can access your information, submit requests and raise issues at any time. If you need an emergency cleaner, we also offer a 24 hour call out service.



Experienced and certified

With over 10 years' experience in a diverse range of industries we have first-hand knowledge & practical insights that we synthesise across other industries and businesses. Our ISO accreditation and compliance with industry standards is evidence of our ability to meet stringent safety, environmental & quality requirements. We use an integrated management system that enables us to integrate our business functions and operate holistically. The system is compliant with ISO Quality Management Systems, Occupational Health & Safety and Environmental Management Systems.



Trackable performance

We can provide personalised reports that track and measure our performance against your specifications, such as quality assurance and cleaning audits that compare the cleanliness of your site against a standard benchmark. We will use the information to monitor performance and take corrective action if necessary. We can also provide a report that measures and analyses key performance indicators such as time on site, accidents and injuries in your workplace, right through to issue resolution.



Focus areas



Service delivery

We have built our reputation and loyal customer base on service that exceeds expectation. While other service providers might just do the task at hand, our friendly and helpful team regularly go above and beyond to help out with the little things so that you can get on with business. This means you can be reassured you have a provider you can truly count on.

We understand that effective communication is vital in any partnership, as is the need to be flexible, so as an owner-operated business we are very hands-on and agile which results in efficient decision-making. This means we can readily adapt to change and act quickly to make things happen so that you get the results you need.



Wellness for stakeholders

We are conscious of the impacts that our services have on our customers, employees, suppliers and the wider community. Although health and safety is a key priority for us, we understand that wellness extends beyond that and involves a commitment to being socially responsible.

By operating in a socially responsible and ethical manner we have been able to contribute to the community and really make a difference. We recruit local employees, support local suppliers, engage with various community groups, provide ongoing funding for medical research because we recognise the positive social and financial impacts this has on communities.

Employee retention is also important to us not only because it instils a sense of pride in our employees and enables their career advancement it also ensures that valuable business knowledge is retained so you can enjoy continuity of service with no adverse impact to your business.



Environmental and business sustainability

We are committed to minimising the impact our services have on the environment, which is why we employed a Sustainability & Risk Manager with the expertise to help us deliver a cleaner & greener service. While we proactively seek innovative and sustainable cleaning products and equipment to help you improve efficiencies, we will only source what is fit for purpose to suit your specific business needs. This includes using water-efficient and energy star-rated equipment, and odourless and non-toxic cleaning products that don't compromise cleanliness. We can also implement recycling programs and conduct waste, water and energy audits at your site to help reduce your usage.

We also recognise the importance of business sustainability and ensure we have the right resources in place to be able to thrive in the market and support your business both now and into the future. By having the necessary levels of infrastructure in place we have been able to fully support expansion without compromising our high service standards. We recognise that having a sustainable workforce also promotes health and wellness at work by preventing excessive workloads and absenteeism from work.



Our team



Damien Mills - General Manager

Damien has managed teams for Australia's most iconic brands & companies. An innovative thinker who will challenge the status quo. His ability to respond quickly and effectively in situations provides clear and calm leadership for all stakeholders. A strategic thinker who understands that the team delivers the results, so "the standard you walk past is the standard you allow" and through driving this message a consistent high level of service is achieved. Acknowledged by his peers for his relentless work ethic and commitment, he is regularly both the first and last to start and finish the work day. Ensuring his obligation to SCS clients and team have been finalised.



Adam Browning - National Operations Manager

Adam joined the business in 2014 as a key support role to a steadily growing Account management team. Adam has held major roles within smart including State Operations Manager Victoria, Queensland State Manager. He came to us with a wealth of hospitality knowledge from previous roles for Carlton United Breweries. Adam has a passion of customer service and developing high performance teams. His outcome driven approach has won him high praise from many delighted Smart Cleaning Solutions Clients. His organisational skills and industry knowledge is unrivalled. A specialist in tender planning and implementation. Adam's Leadership has been a driving force behind the growth of Smart clean.



Tony Joyce - National Sales Manager

Tony joined Smart Cleaning in 2011 when the company was in its infancy. Having come from a sales and finance background he quickly learnt what was required in the cleaning industry by working hands on with our cleaners at the cold face. This knowledge & his skills in developing strong client relationships quickly saw the company grow to be what it is today. His ability to manage client relationships at all levels, understand their needs and manage these relationships from end to end is second to none. He has an immense knowledge of all aspects of the cleaning industry from practical application through to theory and manages many of our National Corporate relationships as well as driving the growth of the business.



Matthew Tetley - Special Projects Manager

Matthew Tetley with Smart Cleaning Solutions (SCS) in early 2017. Having come from a 20 year plus background in Corporate, Operations, General Management, Special Projects and Development with an elite level of success, it was quickly realised his well rounded knowledge was exactly what the Smart Team were after. Matthew was able to realise the needs of both SCS and more importantly it's clients to enable the scalable structure we now practice at SCS to consistently deliver the services you require within your business, regardless of how big or small the needs. We take great pride in SCS's ability to continually understand the needs and challenges of any business, Matthew is one who brings to the table multiple solutions and understanding of your needs, as he lives and breathes the desire to ensure you win.



Roshan Sedai - National Accommodation Manager

Roshan started work with Smart cleaning solutions in March 2017. Roshan is highly energetic & motivated hospitality professional with 15 years of extensive management experience. Skilled in hospitality industry, yield management, Property Management system, MICROS and pre openings. Roshan takes on the responsibility of managing all aspects of the National Accommodation operation and will provide high level support to our operational Account Manager team. Roshan is focused on the development of the accommodation team to enhance their client focussed service delivery & interactions to ensure seamless housekeeping operations. Smart cleaning solutions is currently experiencing strong growth within the industry and Roshan looks forward to leading the team to achieve market dominance based on quality & efficiency. Roshan holds a Certificate III in Hospitality Management from Holmes university and has completed Management course from College of Business and Social Studies .



Liam Mckie - National Business Manager

Liam has over 12 years in Business and Operations Management within the Cleaning and Facility Management industry and joined SCS in 2018 to assist with our ambition to develop industry leading technology and management systems. A natural leader with strong financial acumen, a background in IT and an unflinching dedication to Occupational Health and Safety, Liam brings a wealth of skills and knowledge to the Smart Clean team.



Quality Policy

Smart Cleaning Solutions is committed to achieving high quality standards in developing, and selling specialist cleaning services to our customers. We will actively set out to:



- Provide services Right First Time, to deliver them On Time and to achieve complete Customer Satisfaction.
- Understand our Customers current and future Quality Objectives for the services we supply. Our logo is a symbol of Quality.
- Provide the resources to develop our Management Systems, the skills of all Smart Cleaning Solution employees and our equipment capabilities so that we meet or exceed these Customer Quality Objectives based on the principal of "Right First Time"
- Involve all of our people in the Quality Process, since they control our performance. We will do this by leadership, communication and motivation, training and empowerment in Quality matters.
- Involve our suppliers of goods and services in the process by working with them to establish, achieve and monitor agreed Quality Objectives.
- Comply with all relevant legal and regulative requirements.
- Ensure this Policy is communicated, understood and applied within the organization.
- Is available to relevant interested parties as appropriate.
- Our Customers Quality Objectives are our Quality Objectives

This Policy will be underpinned by a commitment both to our established ISO 9001:2015 Quality Assurance Systems and a continuous improvement in Operational and Management Procedures in the light of best practice.

Nicholas Pastras - Managing Director - 19th January 2019



Environmental Policy

Smart Cleaning Solutions have achieved a high standard of environmental care in conducting its business, its approach to environmental management, seeks continuous improvement in performance by taking account of evolving scientific knowledge and community expectations.



Specifically, it is Smart Cleaning Solutions Policy to:

- Conduct operations in a manner that preserves the environment and protects our employees, neighbours and customers from injury and illness.
- Commit to continual improvement of the environmental management system to advance environmental performance
- Provide a framework for setting environmental objectives and take actions to achieve the intended outcomes
- Communicate within the organization and provide a copy of this Policy to all interested parties
- Comply with all applicable laws, regulations and standards, uphold the spirit of the law and where laws do not adequately protect the environment, apply standards that minimize any adverse environmental impacts resulting from its operations, products and services.
- Communicate openly with government, our clients and the community on environmental issues & contribute to the development of policies, legislation and regulations that may affect Smart Cleaning Solutions.
- Ensure that its employees and suppliers of goods and services are informed about this policy and are aware of their environmental responsibilities in relation to Smart Cleaning Solutions business.
- Ensure that it has management systems to identify, control and monitor environmental risks and opportunities arising from its operations.
- Practice and promote the conservation of sustainable resources to minimize wastes, improve processes and protect the environment from pollution.

Nicholas Pastras - Managing Director - 19th January 2019



OH&S Policy

Obligations

Smart Cleaning Solutions recognizes its moral and legal responsibility to provide a safe and healthy work environment for employees, contractors, customers and visitors. This commitment extends to ensuring that the organizations operations do not place the community at risk of injury, illness or property damage.

Objectives

Smart Cleaning Solutions will:

- Achieve the highest safety standard
 - Provide and maintain a safe workplace, plant and system of work
 - Provide written procedures, instructions and maintain records to ensure safe systems of work
 - Ensure compliance with legislative requirements and current industry best practice
 - Provide information, instruction, training and supervision to employees, contractors and customers to ensure their safety
 - Provide support, consultation and assistance to employees
- ^a Eliminate Hazards in the workplace

Responsibilities and Accountabilities

Each Management representative is responsible and accountable for implementing and reviewing this policy in their area of control

Management is responsible for:

- The provision and maintenance of the workplace in a safe condition
- Involvement in the development, promotion and implementation of Health and Safety Policies & Procedures
- Training employees in the safe performance of their assigned tasks
- The provision of resources to meet Health and Safety commitment
- Promoting a safety culture
- Ensuring that this Policy is communicated and understood by all employees

Employees are to:

- Take care of themselves and others, follow all Health and Safety Policies and Procedures
- Report all known or observed hazards to their immediate Supervisor or Manager

Application of the Policy:

This Policy is applicable to Smart Cleaning Solutions in all its operations and functions.

Consultation

Smart Cleaning Solutions is committed to continuous improvement, consultation, communication and co-operation between Management and Employees. Management 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.



Nicholas Pastras - Managing Director - 19th January 2019



SMART
CLEANING
SOLUTIONS



1300 664 647

WWW.SMARTCLEAN.COM.AU

VICTORIAN HEAD OFFICE & TASMANIA

Central 2, Level 3, Suite 44,
1 Ricketts Road, Mount Waverley, Vic 3149
P: 1300 664 647 F: 1300 664 620

SOUTH AUSTRALIA & NORTHERN TERRITORY

The Watson,
33 Warwick Street, Walkerville, SA 5081

WESTERN AUSTRALIA

South32 Tower Level 25,
108 St. Georges Terrace, Perth, WA 6000

NEW SOUTH WALES

Australia Square,
L33/264 George Street, Sydney, NSW 2000

QUEENSLAND

One, One, One Eagle Street,
Level 54/111 Eagle Street, Brisbane, QLD 4000