

Just **Cleaning**



Expression Of Interest



Thank you for allowing us the opportunity to present you with the Companies Expression of Interest.

At just Cleaning we regard cleaning as an art and science, and from the information provided we have developed the following.

Our Comprehensive Public Liability and property damage insurance also ensures your business is protected through one of the most complete insurance coverage programs in the industry.

If you select just cleaning as your service partner, you will appreciate our highly trained and motivated team of cleaning professionals. We are committed to providing you and your company with the best in Customer Service and Support on a consistent basis, coupled with the ability to respond immediately to your 'special service requirements' as and when they occur.

I invite you to spend a few minutes reviewing the enclosed expression of interest to assist you in obtaining a clear understanding of the just cleaning Queensland difference, and how we can deliver the best possible results at a competitive price.

We can carry out a no obligation cleaning quotation of your premise to test the current market for you being no obligation to yourself you having nothing to lose so please don't hesitate to contact me.

I look forward in hearing from you

Please feel free to contact to us anytime if you have any questions



Yours sincerely

Joseph Bowden

National Business Development Manager

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Just Cleaning

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About Us

Just Cleaning Australia Pty Ltd has been in the commercial cleaning industry for over 13 years, and is fully Australian owned and operated family business. Our lasting experience in the commercial cleaning business translates into a reliable and secure service you can trust.

Just Cleaning was established in 2003 when we saw a need to provide a greater service to the commercial sector. We now provide a range of related services and can provide for all the cleaning maintenance requirements of small, medium and large businesses. We have long associations with many of Australia's leading corporations and institutions.

We are constantly working to establish ourselves as the most respected and sought after contract cleaning and facilities support service in Australia. We seek to build a partnership philosophy based on a solid and trusting relationships with our clients.

Just Cleaning holds the prestigious triple quality certification. Our processes for management, environment and OH&S are of the highest industry

standard. This ensures our customers receive a cleaning service that is second to none.

We offer the best value cleaning for your dollar. Our work is highly efficient, and we pride ourselves on being very competitive on price. Our customers receive the best value for money cleaning service around.

At Just Cleaning, we truly care about the work we do. Our cleaners are well trained, very experienced, and take pride in doing their job well.

Quality, presentation and customer service are our true values.

presentation quality & customer service



Commercial Cleaners

We are a specialist commercial cleaning business servicing

- Pubs and clubs
- Restaurants and cafes
- Body corporate
- Highrise commercial
- Industrial buildings
- Educational facilities
- Aged care facilities
- Government and retail premises

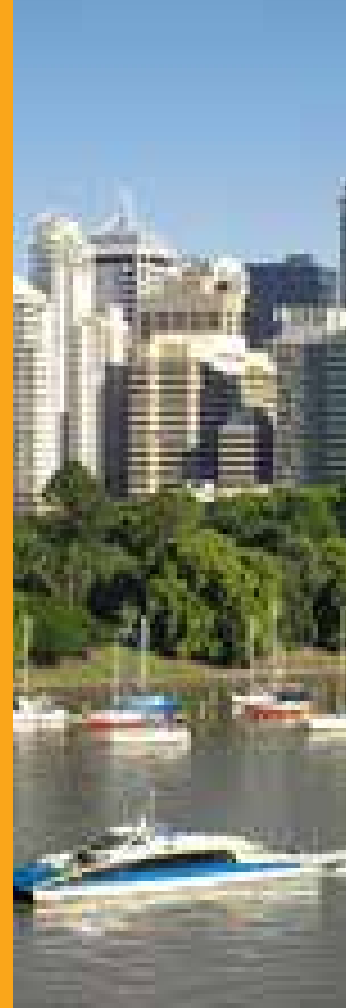
Just Cleaning provides full contract cleaning for all facilities or selected specialist services including:

- Highrise window cleaning
- General window cleaning
- High pressure hose surface cleaning
- Carpet cleaning
- Floor restoration and resurfacing
- Upholstery cleaning

Just Cleaning - maintaining a clean working environment

A tidy, organised and clean working environment can work wonders for a variety of commercial premises. Each morning when employees arrive to begin their day of work, their energy, output and performance can decrease if the working environment is not in a satisfactory condition.

There are various areas involved in commercial premises that require proper maintenance and cleaning along with high hygienic standards. These areas include windows, doors, floors, lobbies, kitchens, lavatories, bathrooms, carpets and furnishings, technical and electronic goods, chairs and desks along with many others.



Commercial Cleaners

In order to keep a commercial environment clean and hygienic it is imperative to contract a cleaning business with experienced, well-equipped and professionally trained staff to perform these tasks in the best manner possible. Just Cleaning has a reputation as being one of the best in the business with a large number of clientele that happily pay testament to our services.

It is a common misconception that commercial cleaning services cost a lot of money and is a time consuming process. However, this belief is totally the opposite. Just Cleaning conduct the tasks required to maintain a clean working environment either early in the morning before the premises are open for business or at night when the business is closed for the day, at a cost that suits your budget.

Work environments that experience a high volume of daily workers or visitors will require cleaning on a more frequent basis, whereas other environments with few workers or visitors can get away with cleaning services every few days.

Nowadays, a clean and hygienic working environment is a basic necessity. In environments

such as financial or professional consultant offices, minor services such as cleaning the bathrooms and vacuuming the carpets and furniture is usually sufficient. Other services include dusting, desks, computers and other electronic equipment along with emptying and cleaning all the rubbish bins.

Our cleaners are employed directly by Just Cleaning to conduct the cleaning tasks required to clean the building. If at any point there is an issue with the quality of the cleaning we have area managers who will conduct an audit, re-empower the business for any out-of-pocket costs and reclean the premises.

Joseph Bowden

National Business Development Manager

Summary

The National Business Development Manager is in charge of the overall Sales development of the company in also assisting the Operational team in conjunction with the Managing Director to address them accordingly.

Duties

The National Business Development Manager for the Company pose judgment on the organisation's financial aspects and will generate plans and strategies for the company to produce additional growth for the organisation and to build strong customer relationships. This includes other divisions held within the organisation.

Education and Training

- A. Certificate three in Asset Maintenance Operations & OH&S Procedures
- B. Certificate Four as a Qualified Work Place Mentor
- C. Work Safe Of Heights
- D. Certificate four In Training & Assessment
- E. Electrical Testing & Tag
- F. Elevated Work Platform Operator.

Knowledge and Skills Requirements

During the period I have required broad experience within all subdivisions within the cleaning industry.

I've held many positions that include Team leader - Site Manager - Area Manager- Operations Manager- Retail Manager- Sales Manager Trainer and Assessor for a College - Current National Business Development manager

With the experience I've gained within this industry over the 29 years in dealing with facility management within different subdivisions, I have developed great knowledge & experience within this industry for this is where I chose to continue my career path for the future growth.

I'm a hand on approach manager for the clientele & Employees to ensure any new site start-ups or enquires are addressed accordingly to the company's policies & procedures requirements.

I have the knowledge and our team in dealing with an array of concerns from the clientele that may arise.

Operations Division

Summary/Duties

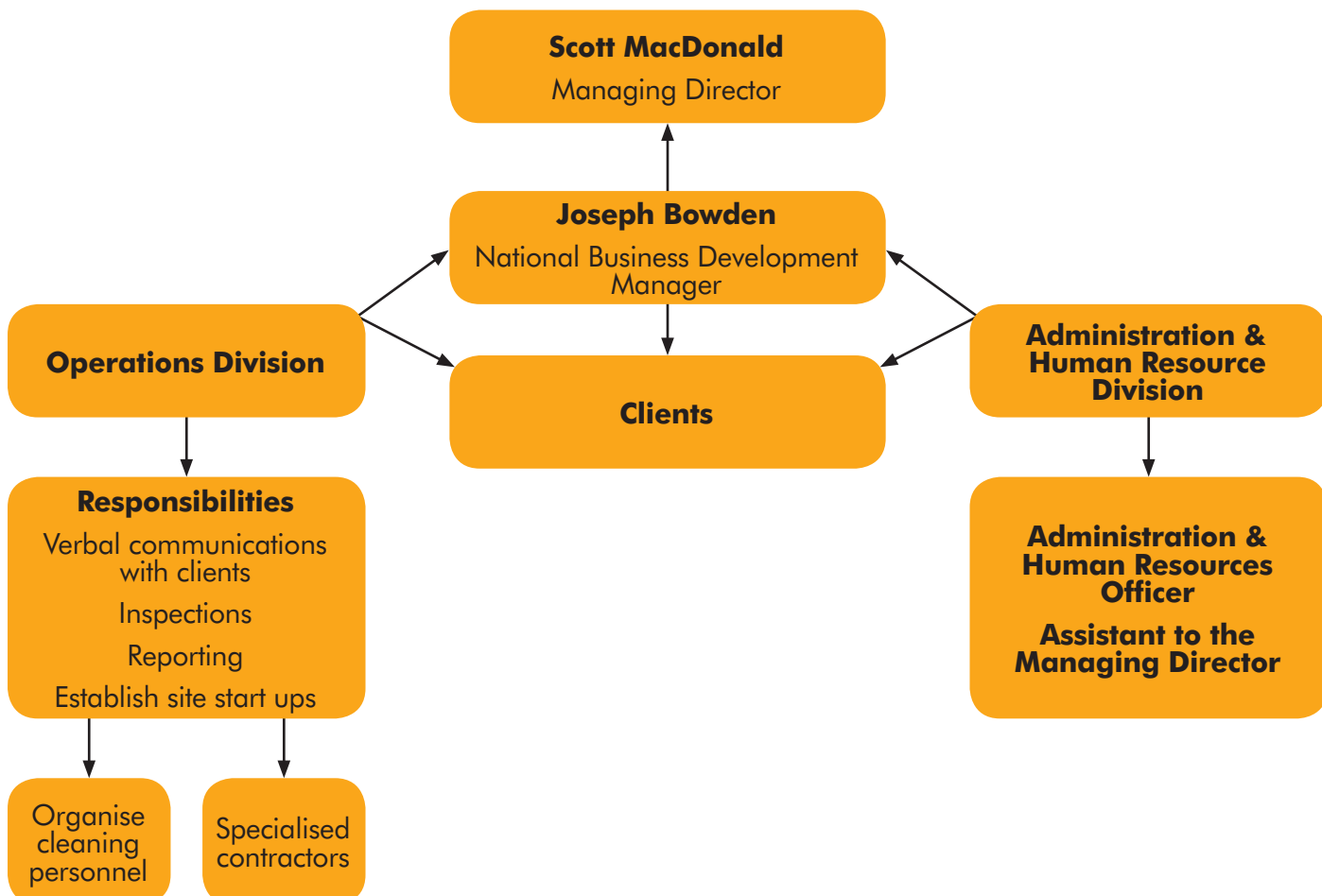
Operations / Area Managers are responsible in screening all new employees in-conjunction with the General manager and the National Business Development Manager that will be working with the organisations to ensure that all policies and procedures are implemented and are followed by every employee to ensure their responsibilities that are placed in their divisions for failures and successes for the company and I will deliver fairness and good relations among the employees of the company.

The Operations Manager of Just Cleaning poses judgment on the organisation's to generate plans and strategies for the company and our Clients to produce positive communications and outcomes for both parties for the organization and to build strong customer relationships.

This includes any third party divisions held within the organization and will abide by Corporation Act 2001 to ensure duty of care is taking for the safety of themselves and others.

Our senior managers will have 24 hours emergency contacts for our clients for any emergence that may occur from time to time to address these situation in the best interest for the client.

Organisation Reporting Assembly



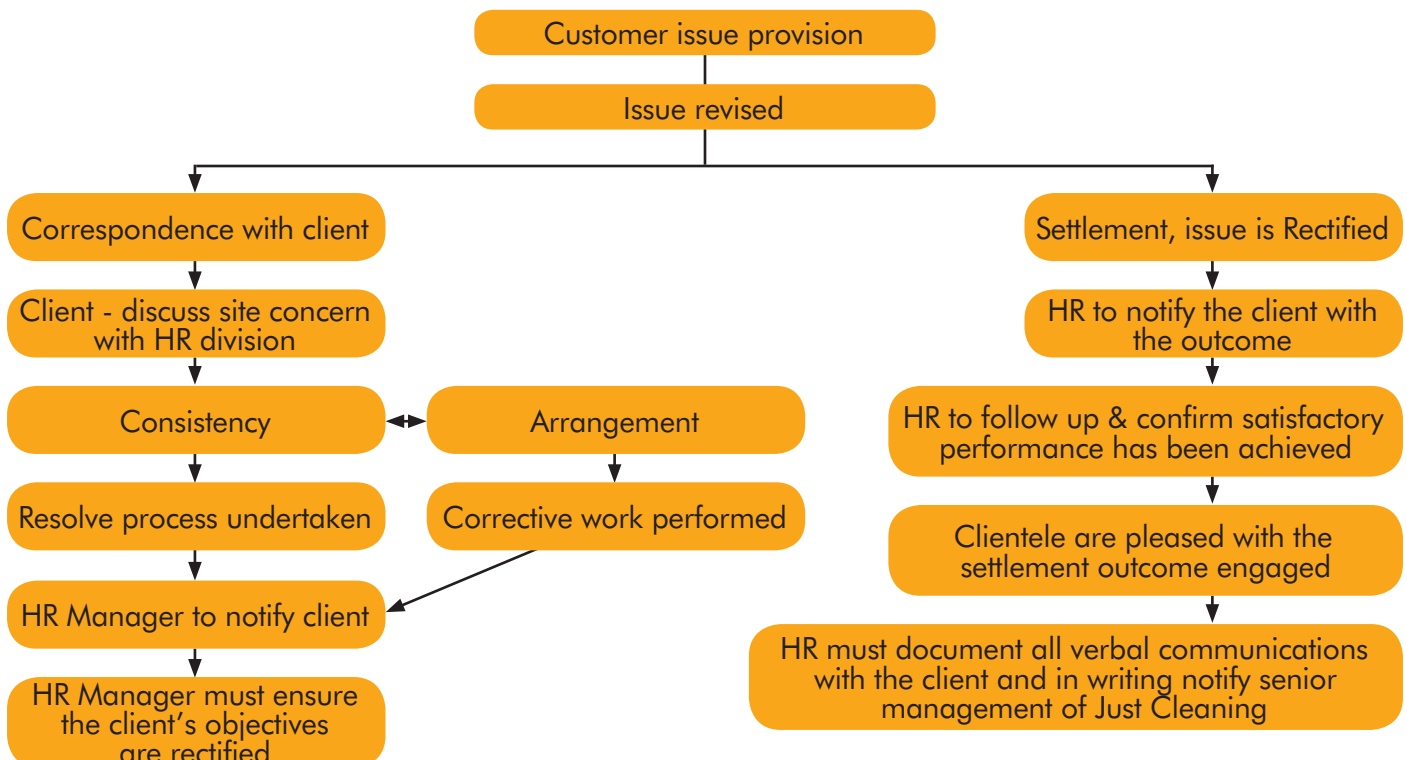
Disputes Management

The company's process in place for issues or complaints that may arise within two to four hours of receiving your phone call the Operations Manager will contact the client to achieve a verbal communications response with the client to determine the nature of the occurrence and to attend to the concern of your premises and rectify any concerns accordingly.

The operational responsibilities of all staff are clearly defined within our organization structure as outlined with the company's site information folder that will be place within your premises to ensure that all staff personal follows the safety requirements of the company's directive for themselves and the client.

- A. The Operations Manager or representative will meet with the clients directly to discuss the outcome of the situation
- B. Operations Manager will then discuss the topic with the Business Development Manager.
- C. The Operations Manager will pay attention to the employee or client to understand the matters at hand.
- D. The Operations Manager will try to resolve the dispute. If the Operation manager has still unsolved matters arising from the meeting for the employee or Client a second meeting will be arranged with the Business development manager or the Managing Director to resolve the matter .
- E. Senior management will listen to the employee or Client concerns to related matters
- F. Corrective action will be taken to resolve the dispute for the employee or client from senior management
- G. The client or employee will be notified of the outcome of the dispute then a confirmation will be discussed with the employee or client to ensure both parties are satisfied with the outcome.

Disputes Management Process



Company Obligations

Management is firmly committed to a policy enabling all work activities to be carried out safely, and with all possible measures taken to remove (or at least reduce) risks to the health, safety and welfare of workers, contractors, authorised visitors, and anyone else who may be affected by our operations.

We are committed to ensuring we comply with the Work Health and Safety Act 2012, the Work Health and Safety Regulations 2012 and applicable Codes of Practice and Australian Standards as far as possible.

Responsibilities

1. Management:
2. Will provide and maintain as far as possible as outlined
 - a. A safe working environment
 - b. Safe systems of work
 - c. Plant and substances in safe condition
 - d. Facilities for the welfare of workers
 - e. Information, instruction, training and supervision that is reasonably necessary to ensure that each worker is safe from injury and risks to health
 - f. A commitment to consult and co-operate with workers in all matters relating to health and safety in the workplace
 - g. A commitment to continually improve our performance through effective safety management.
 - h. Workers: Each worker has an obligation to:
 - i. Comply with safe work practices, with the intent of avoiding injury to themselves and others and damage to plant and equipment
 - j. Take reasonable care of the health and safety of themselves and others •wear personal protective equipment and clothing where necessary comply with any direction given by management for health and safety not misuse or interfere with anything provided for health and safety report all accidents and incidents on the job immediately, no matter how trivial
 - k. Report all known or observed hazards to their supervisor or manager. Application of this policy we seek the co-operation of all workers, customers and other persons. We encourage suggestions for realising our health and safety objectives to create a safe working environment with a zero accident rate. This policy applies to all business operations and functions, including those situations where workers are required to work off-site. Policy

Testimonials

"I have had the pleasure of knowing Joe Bowden for a period of at least 5 years, first coming in contact with him in my role as the Facilities Maintenance Supervisor.

We were looking for a new supplier for a contract at the time.

In the first instance I was impressed by Joe's ability to listen to our requirements and he open and honest feedback he provided.

Nothing was too much trouble to accommodate and he always delivered on his promises.

When small issues came up which is normal, he promptly resolved them on each occasion.

Joe's follow up and commitment to his work/company is of the highest order.

I find this refreshing in a person and a credit to him personally."

Joe Thorburn

Facilities Maintenance Supervisor

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