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REGINA'S CLEANING SERVICES

COMMERCIAL, INDUSTRIAL and DOMESTIC

COMPANY PROFILE

Business Name: Regina's Cleaning Services

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CORE SERVICES

Retail Shopping Complexes
Offices & General Commercial Premises
Hospital and Medical Facilities
Industrial Complexes
Hotel Accommodation & Service Areas
Residential Apartments and Houses

CLIENT BASE

Defense Locations
N.T. Government - Housing Commission
N.T. Government - Health Services
N.T. Government - Office & School Premises
Private Businesses
Real Estate Agents
Building Contractors

OVERVIEW

Regina's is Darwin's premier commercial, industrial and domestic cleaning service.

We are available 24 hours a day, 7 days a week for emergency and scheduled cleaning of your premises and we are happy to inspect premises and provide free quotes for any and all cleaning needs. **Regina's** is a Territory owned and operated company which has been operating for over eighteen years.

Our focus is mainly in Darwin, but we are happy to travel to any part of the Territory to meet your cleaning needs, and we frequently send teams to various remote Aboriginal communities such as Port Keats, Maningrida, Bulla etc.. We have also provided end of year cleaning at the Tennant Creek primary & high schools for example when the usual contractor was unavailable.

The majority of our work is the cleaning of schools, commercial and industrial premises on an ongoing contractual basis but, of course, we also undertake ad-hoc and one-off projects as required.

Our core services also include pre-occupation cleaning of new developments, the pre-inspection cleaning at the end of tenancies (to a guaranteed bond standard), the regular cleaning of business & private premises and emergency cleaning after traumatic events such as accidents, spillages, smoke or water damage.

We have 36 regular employees in total, including more than twenty full time staff, and we have a large pool of reliable casuals to call upon as well whenever needed. Examples of our regular Darwin contracts vary from \$20k pa to more than \$560k pa. We have never turned down a job for being too big or too small.

Regina's is also often called upon by authorities & individuals for discreet emergency and after hours services for forensic cleaning after crime scenes, or deaths at premises (requiring removal of body fluids etc). We are also available to assist at short notice in cases of vandalism, accidental spillages, the aftermath of trashed rental premises and refrigeration failures etc.

We pride ourselves on the discreet and confidential services we offer and no information on our activities is ever passed to unauthorised or uninvolved third parties. Several of our staff have also undergone Australian Federal Police Security checks before being allowed access to sensitive premises or situations.

Some of the more unusual "premises" we have cleaned include Fishing Boats, Cruise Ships, Helicopter Hangars and engaging in Environmental Bio-Hazard cleans.

In summary, Regina's is qualified, willing and able to undertake any and every cleaning task you might require. We can be there quickly, quietly and discreetly. We take pride in our work. We operate to high standards of safety and quality. Our rates are reasonable and we have many satisfied customers.

IF YOU NEED CLEANING YOU NEED REGINA'S

Quality Policy Statement

Regina's Cleaning Services is an NT owned & operated cleaning company involved in all aspects of cleaning for Commonwealth, State, Commercial and private individual clients.

The Management of Regina's Cleaning Services is committed to cleaning services of the highest professional quality at all projects for the benefit of our clients. This is achieved through our established and effective quality assurance procedures and practices which are tailored as necessary to the expectations of individual clients.

Quality is provided through the development and maintenance of our quality assurance system which is based on the requirements of ISO 9001 and ISO 9002. The extent and detail applied to individual projects will be either as agreed with individual clients or as determined by our Directors.

The Quality System is supported by the high level of commitment to quality in work for our clients by management, staff, subcontractors and suppliers.

Many of our subcontractors and suppliers also have established quality systems.

This statement is issued to reflect our commitment to quality in all facets of Regina's Cleaning Services' operations.

Quality System Structure

The quality documentation for Regina's Cleaning Services is contained in three sections:

- Section 1 The Company Quality Policy
- Section 2 The Company Procedures containing the company's operational procedures and all pertinent forms, charts and lists.
- Section 3 Other Quality Related Documentation including:
 - 3 (a) Work Instructions
 - 3 (b) Job Descriptions of Personnel
 - 3 (c) Master Document Register

Procedures contain all necessary operational details, including:

- Purpose and scope of the procedures
- References
- Responsibilities of personnel involved in the procedure
- Definitions of terminology considered unique to the company's operations
- Controls which are implemented to ensure the procedure is carried out properly
- Inspections and testing
- Special practices

Roles and Responsibilities

Regina's Cleaning Services will provide the following key personnel on site and their roles & responsibilities regarding safety on site are outlined below.

Site/Project Manager

Regina Bromberg is responsible for safety on the project and her duties include:

- implementing the company's Occupational Health Safety and Rehabilitation procedures,
- using the principles of the Hierarchy of Control (Best to Worst guide in this pack) in all design, fabrication and construct activities to minimize the risk to all personnel in the workplace,
- carrying out a design review with the Principal Contractor's project team to assist in the identification of further risk reduction controls measures,
- participating in the planning and design stages of the trade activities,
- stimulation at a high level of safety awareness at all times,
- identifying safety training needs,
- leading by example,
- ensuring safe equipment and plant is provided and maintained,
- insisting on correct and safe work practices at all times,
- assisting in identification and preparation of safe work procedures,
- reviewing safety reports and inspections and initiating rectification where necessary,
- participating in safety meetings and programs, and...
- monitoring compliance with safe work methods (controls).

Site Supervisors / Foremen

These staff members are responsible for safety on the project and duties include:

- implementing the company's Occupational Health Safety and Rehabilitation procedures,
- observing all OH&S requirements and Statutory Rules and Regulations, ensuring that all works are conducted in a manner safe and without risk to employees' health and safety,
- planning to do all work safely,
- providing advice and assistance on OH&S to all employees,
- participating in the planning and design stages of the trade activities,
- ensuring current OH&S and other relevant legislative requirements are met in the workplace,
- identifying OH&S training programs in advance and allow for employees identified as requiring training to attend the training,
- actioning safety reports and carrying out workplace inspections,
- preparing and participating in safety meetings and safety programs,
- facilitating the preparation of Work Method Statements and Job Safety Analyses for the trade,
- insisting on and ensuring safe work practices at all times,
- investigating hazard reports and ensuring that corrective actions are undertaken,
- conducting project inductions, toolbox talks and daily team briefings,
- participating in accident / incident investigations,
- leading by example and promoting OH&S at every opportunity,
- supervising and ensuring compliance with safe work procedures,
- providing suitable employment to assist rehabilitation initiatives, and...
- stimulating a high level of safety awareness at all times.

Workplace Health and Safety Officer

This officer is responsible for safety on the project and duties include:

- assisting the Site Supervisor to develop and implement the Occupational Health Safety and Rehabilitation procedures,
- communicating safety performance to the Office Managers,
- providing advice and assistance on OH&S to all employees,
- participating in the planning and design stages of the trade activities,
- monitoring OH&S legislative requirements for the trade package,
- monitoring compliance with safe work procedures,
- coordinating rehabilitation if necessary for injured employees,
- reviewing safety reports and inspections,
- preparing and participating in safety meetings and programs,
- facilitating Tool Box Talks on a regular basis,
- insisting on correct and safe practices at all times,
- investigating and developing new OH&S processes at every opportunity,
- stimulating a high level of safety awareness at all times,
- communicating with the Office Managers on matters relating to health and safety,
- facilitating the maintenance of all records as required under this Pack,
- participating in regular workplace inspections and ensure that any improvements resulting from such an inspection are actioned in the required time frame.

First Aid / Rehabilitation Officer

Regina Bromberg is responsible for First Aid / Rehabilitation and duties include:

- assisting the Site Supervisor to develop and implement the OH&S and Rehabilitation procedures,
- providing advice and assistance on first aid and rehabilitation for our employees,
- participating in the planning for first aid procedures and facilities,
- monitoring compliance with safe work procedures,
- coordinating the recording, investigation, and reporting of accidents, incidents, and rehabilitation programs for injured employees,
- reviewing safety reports and inspections,
- participating in safety meetings and programs,
- insisting on correct and safe practices at all times, and
- Participating in regular workplace inspections.

Workers / Employees

Regina's Cleaning Services' workers are responsible for health and safety and their duties in:

- assisting the Site Supervisor to develop and implement the OH&S and Rehabilitation procedures,
- participating in planning for activities that are undertaken on site,
- reporting accidents / incidents,
- complying with safety and health instructions given by the employer or site management on site,
- assisting in the recording, investigation, and reporting incidents, and rehabilitation programs,
- participating in safety meetings site safety inspections and programs as required, and
- Insisting on correct and safe practices at all times.

Workplace Health and Safety

Safety Policy

Good safety practices are the Company's primary concern of all projects. For this reason Regina's Cleaning Services has given prime consideration to the development and implementation of a safety and loss control program. Regina's Cleaning Services safety and loss control program has three objectives:

- a) Provide guidelines for implementing and administering all aspects of the job site safety which will ensure compliance with the Work Health Act 1986 and Work Health (Occupational and Safety) Regulations, December 1992.
- b) Avoid personnel injury, reduce equipment, material and property damage and prevent re-occurrence of such incidents.
- c) Effect recommendations where appropriate for improvements in Regina's Cleaning Services' Safety and Loss Control Program.

With all of the above in mind, the staff of Regina's Cleaning Services have drawn from their experience to assist in developing this manual, which is intended to serve as a guide for the development of job site safety.