








Introducing CrestClean's **Standards and Compliances**

Established in 1996, Kiwi-owned CrestClean operates in 24 regions around New Zealand.

CrestClean has more than 650 franchised businesses involving over 2,000 personnel serving customers throughout New Zealand, including corporate offices, retail premises, healthcare, manufacturing and industrial sites, schools and childcare centres.

We're proud of our people and our passion for 'best practice' cleaning that improves the health and hygiene of your workplace environment.

The following document sets our Standards and Compliances across the Five Pillars of our business, which support our company's consistent delivery of high-quality cleaning services.

-  **Health and Safety**
-  **Training and Qualifications**
-  **Environmental and Sustainability**
-  **Security Vetting and Insurance**
-  **Customer Care**

Environment and Sustainability



Environmental Choice Licensed Cleaning Services

Environmental Choice is NZ's official eco-labelling programme, which independently audits products and services to ensure they meet its standards.

The Environmental Choice specification for 'Cleaning Services' includes verification of sustainable practices throughout the organisation, plus auditing of cleaning procedures, chemical use, staff training and waste management.

Environmental Choice "ticks the box" for sustainable procurement.

Sustainable Cleaning

We follow environmental cleaning practices by using:

- Microfibre cloths and mops, minimising the use of chemicals
- Environmental Choice approved chemicals
- Regular training and upskilling for all personnel
- Promoting waste reduction and recycling



SafeClean® Health, Safety and Environmental Management System

SafeClean® records our site-specific environmental compliances and inductions. The equipment and processes used by our cleaning teams are standardised nationwide.



Training in Environmental Management and Green Cleaning

Our personnel are trained in the latest Green Cleaning techniques by Master Cleaners Training Institute, which provides industry-specific training and regular upskilling in Health and Safety and Environmental procedures.

The following documents are available for your information:

- CrestClean's Environment and Sustainability Policy
- Environmental Choice Certification
- SafeClean® Health, Safety and Environmental Management System
- Chemical Material Safety Data Sheets



Cleaning Services
Licence No 4517141



Training & Skills Development



Master Cleaners Training Institute

Our personnel are trained by the Master Cleaners Training Institute, a respected training organisation that has delivered courses accredited by the British Institute of Cleaning Science. Over 500 of our cleaners have gained the Professional Skills Suite Certificate.



Certificate in Commercial Cleaning

Master Cleaners Training Institute has introduced the 'Certificate in Commercial Cleaning' to meet the NZ cleaning industry needs. As a 'Licence to Clean', the course covers practical cleaning techniques, work methods, and Health, Safety and Environmental procedures.



Health and Safety Training

Ongoing Health and Safety training is provided through skills development modules, and a yearly online tutorial update. Site-specific Health and Safety inductions are undertaken on our customers' premises.



Safe Systems of Work

We have developed a 'Safe System of Work' for each task our personnel are required to carry out. Each 'Safe System of Work' outlines step-by-step processes for consistently completing each cleaning activity to the highest standard.

Annual Upskilling

All personnel receive annual skills development. Cleaning equipment, vehicles and chemicals are audited twice yearly to ensure safety and consistent standards.

The following documents are available for your information:

- Master Cleaners Training Institute Programmes
- Safe Systems of Work
- CrestClean Quality Training Manual



Customer Care

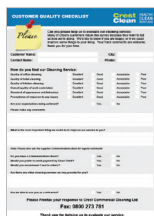


QualityClean, Our Quality Assurance Programme

QualityClean is a formal quality assurance programme that includes corporate operating systems and protocols, on-site quality audits, reporting, training and a Quality Training Manual.

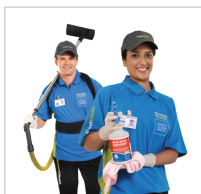
Quality Assurance Co-ordinators

Quality Assurance Co-ordinators provide field support to our cleaning teams, checking our service delivery with site-specific quality audit documentation, and providing on-site skills development.



Customer Relationship Management

Our centralised Customer Services team handles administration, utilising a tailor-made Microsoft Dynamics CRM platform. Managers and field staff have mobile access to this system. Customer quality feedback systems enable us to address and correct any issues immediately.



Owner-operator Business Model




CrestClean's service delivery is via franchised owner operators, so our personnel have a vested interest in maintaining excellent customer relationships. With an average tenure of more than 5 years, you can be confident you are dealing with a secure and stable workforce.

Communication

Local Regional Managers provide a single point of contact and are responsible for ensuring the quality and reliability of all our services. Each site has a Communication Book for day-to-day messages and to log additional requests, which can also be conveyed by email or phone.



The following documents are available for your information:

-  CrestClean Quality Training Manual
-  Site-Specific Quality Audit Forms
-  Customer References and Testimonials



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Security Vetting and Insurance



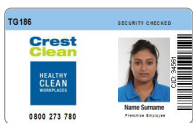
Owner-Operator Business Model

Our cleaning teams are owner-operators who have financially invested in their own small businesses. They take security very seriously, as any breach places their business at risk. All employees have compliant employment contracts, and are remunerated correctly.



Character and Background Checks

Every team member undergoes a Ministry of Justice criminal background check, and a confirmation of good character by personal referees. Our training and induction processes allow us to further screen our personnel as suitable and reliable.



Uniforms and Photo ID

CrestClean personnel are very easy to identify. They are uniformed, wear photo ID and use signwritten vehicles, and they are contactable by mobile phone while on your premises.



Site-Specific Security

Industry leading training and site-specific Security and Health and Safety inductions lowers the risk of incidents on your premises. We maintain a register of on-site personnel.

Public Liability Insurance

CrestClean holds Public Liability insurance cover of \$20 million.

The following documents are available for your information:

- Register of On-site Personnel
- Ministry of Justice Criminal Background Checks
- Public Liability Insurance Policy



Health and Safety



SafeClean® Health, Safety and Environmental Management System

SafeClean® is an industry leading Health, Safety and Environmental Management System (HSEMS) specifically designed to minimise the risks of our cleaning at your premises.

The system complies with ASNZ: 4801, ISO: 14001, Contractor Prequalification and ACC Workplace Safety Management Practices. SafeClean® meets 'best practice' requirements for safe working procedures, workforce participation, corporate responsibility and governance.



Positive Health and Safety Culture and Site-Specific Inductions

Awareness of Health and Safety is integrated into our day-to-day activities, empowering our personnel to continually participate in making their workplaces safer. They are properly inducted onto your site, and they receive industry-specific training and regular upskilling in Health and Safety. SiteSafe passports are issued where required.



Contractor Prequalification

CrestClean holds Contractor Prequalification status with CPNZ Ltd, an independent assessor of the Health, Safety and Environmental practices of contractors. See www.prequal.co.nz.

Safe Systems of Work

We deploy 'Safe Systems of Work' for each cleaning task our personnel carry out. We use colour-coded microfibre mops and cloths to minimise cross-contamination between kitchen, office and toilets. No chemicals are stored at our customers' premises.

The following documents are available for your information:

- CrestClean's Health and Safety Policy
- SafeClean® Health, Safety and Environmental Management System
- Site-Specific Health and Safety Management Plans
- Chemical Material Safety Data Sheets





Cleaning Services
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Specialist Cleaning Services

CrestClean's specialist cleaning services have third party accreditation from Environmental Choice, which independently audits products and services to verify they meet their environmental standards.



Hard Floor Care

Count on CrestClean's well trained, health and safety conscious Hard Floor Care specialists to bring back the shine. We use the latest equipment and high-quality polishes to restore a gloss shine to all types of floors.

- Strip, seal and polishing of vinyl floors
- Machine scrubbing of vinyl, tiles, stone and polished concrete floors
- Hard Floor Care cleaning and maintenance plans



Carpet and Upholstery Cleaning

Our Carpet Care specialists are experienced in carpet cleaning and stain removal and use the latest portable hot water extraction carpet cleaning machines.

- Stain removal and odour control
- Routine, scheduled cleans to prolong the life of your carpets
- Flood restoration and insurance claims



Pure Water Window Cleaning

CrestClean's Pure Water Window Cleaning uses the latest carbon fibre poles and pure water technology to clean external windows without using ladders or costly lifting platforms.

- External window cleaning up to four stories
- Chemical-free Pure Water Window Cleaning system
- No property damage from ladders and heavy equipment



Workplace Consumables

CrestClean partners with AlSCO to offer a nationwide range of consumables to help keep your washrooms and kitchen spaces clean, hygienic and presentable.

- Liquid soap and toilet tissue with free dispensers
- Quality products at competitive prices
- CrestClean can manage the supply of consumables and replenish as needed

**Crest
Clean**

HEALTHY
CLEAN
WORKPLACES