

Crest Clean[®]

HEALTHY
CLEAN
WORKPLACES



Healthcare

Offices

Manufacturing

Education

Retail

It's really clean... when CrestClean's been





Over 650 CrestClean franchise teams shine across New Zealand – every day.



Managing Director and CrestClean co-founder, Grant McLauchlan

Since we started the business back in 1996 we have grown to be a national company. We are industry leaders and the largest trainer of cleaning personnel in New Zealand. We need to be, because we carry out more than 2.4 million hours of cleaning per annum for our customers.

People, Innovation and Excellence are the values that influence all aspects of our company's activities.

At the core of our cleaning services are standards and compliances, which guide how we operate.

We focus on 5 key pillars:

Health and Safety

Training and Qualifications

Environment and Sustainability

Security Vetting and Insurance

Customer Care

Health and safety is integrated into our day-to-day activities.

As managing director I participate in the Business Leaders' Health & Safety Forum, which promotes Zero Harm Workplaces.

We're proud of our people. They are diligent in delivering a great service, keeping our customers' premises clean and hygienic.



For your commercial cleaning and property care services ... we're ready!

Health and Safety



We meet our contractor obligations under the Health and Safety at Work Act 2015, reducing our customers' operational risk

MEMBER



Business Leaders'
Health & Safety Forum

ZERO HARM WORKPLACES

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

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



Positive Health and Safety Culture and Site-Specific Inductions

Our personnel are empowered 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.

Contractor Prequalification

We hold third party prequalification with PREQUAL, an independent assessor of health and safety practices of contractors. www.prequal.co.nz



Safe Systems of Work

We deploy 'Safe Systems of Work' for each cleaning task. We use colour-coded microfibre mops and cloths to minimise cross-contamination between kitchen, office and toilets. No chemicals are stored on site.



Environment and Sustainability

Our cleaning services are accredited by Environmental Choice

Environmental Choice, who independently audit products and services to ensure they meet its environmental standards, has accredited our cleaning services. This includes verification of cleaning procedures, chemical use, training, waste management and hazard and spill controls.

Our sustainability practices are audited every two years by environmental consultants Tonkin and Taylor. They monitor sustainable operational practices, chemical handling and disposal, procurement and supply chain, vehicle mileage and power usage.

Environmental Choice Approved Products

We use sustainable cleaning processes, and Environmental Choice approved cleaning products that are highly effective and have a minimal environmental impact.

Environmental Choice “ticks the box” for sustainable procurement policies.

SafeClean®

SafeClean® records our site-specific environmental compliance and inductions.
Equipment and processes used by our cleaning teams are standardised nationwide.

Training in Sustainable Cleaning

Our personnel receive industry-specific training and regular upskilling in sustainable cleaning processes and environmental procedures.



Cleaning Services
Licence No. 4517141

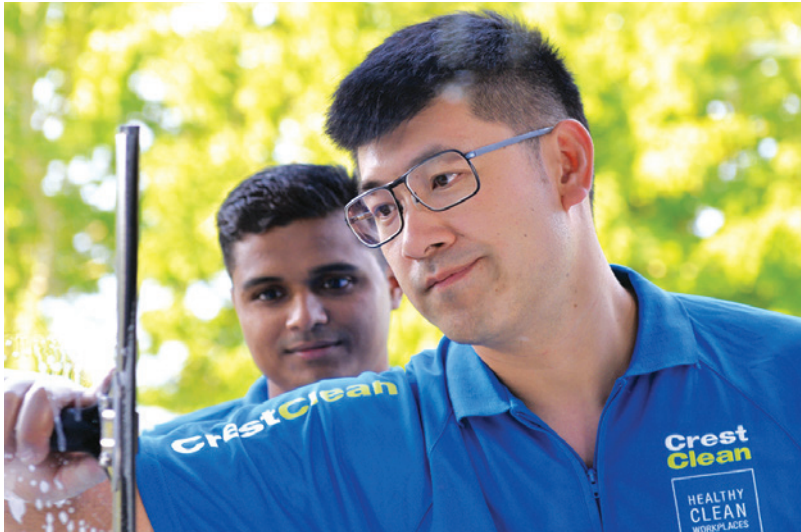


*Innovation: HyperClean®
hydrogen peroxide cleaner
breaks down to oxygen
and water*



Detergents and
Cleaning Products
Licence No. 5819158

Training and Skills Development



Raising the status and standards of the cleaning industry

Our training is second to none ... our training organisation, Master Cleaners Training Institute, is the largest trainer of cleaning personnel in New Zealand. Each year we host over 200 unique training events involving more than 1500 attendees.

Certificate in Commercial Cleaning

Master Cleaners has introduced the 'Certificate in Commercial Cleaning', which all our personnel undertake. 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 online tutorial updates. Site-specific Health and Safety inductions are undertaken on our customers' premises.



Safe Systems of Work

We have developed more than 40 standard operating procedures, designed to improve efficiency, eliminate cross-contamination and minimise health and safety risks. These techniques follow sustainable cleaning processes.

Annual Upskilling

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

Specialised Training

Specialised training modules for hard floor care, window cleaning and carpet cleaning are hosted regionally.

Security Vetting and Insurance

CrestClean adds a higher level of security to your property. As owner-operators, our personnel have financially invested in their own businesses. They take security very seriously, as any breach places their business at risk. All employees have compliant employment contracts, and they are remunerated properly.

With an average tenure of more than 5 years, you can be confident you are dealing with a secure and stable workforce.

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

All CrestClean personnel wear uniforms and photo ID badges – they look and act professional. They use signwritten vehicles and they are contactable by mobile phone while on your premises.

Site-specific Inductions

We induct all personnel to the premises, where they are shown the particular security protocols of the building. A personnel register provides assurance of who is on site at particular times.

Public Liability Insurance

CrestClean holds Public Liability cover of \$20 million.



653 distinctly branded vehicles make up CrestClean's mobile fleet



Customer Care



We build long-term relationships with our customers, a philosophy that continues within our company. The length of service of CrestClean personnel far exceeds industry norms.

QualityClean is our Formal Quality Management System

The QualityClean system includes cleaning procedures, specified equipment and chemicals, on-site quality audits and mobile reporting. All personnel adhere to this strict set of corporate systems and protocols, making our relationships with customers professional at all levels of contact.



QualityClean gives our customers confidence that our service will meet the standards that we have promised.

Local Regional Managers Provide One Point of Contact

Our Regional Managers provide a single point of customer contact, and are responsible for ensuring the quality, consistency and reliability of all our services. Each site has a Communication Book for day-to-day messages and to log requests.



Quality Assurance Co-ordinators Complete Regular Quality Audits

Our Quality Assurance Co-ordinators carry out on-site quality audits using Resco, a mobile interface to our Microsoft Dynamics CRM database. The reports can be emailed 'on the spot', providing instant quality assessments and action points to our cleaning teams.



Customer Service Team

Our customer service team handles invoicing and accounts administration. We have specialist managers in training and health and safety, who support our cleaning teams to ensure our customers receive a quality service delivery.

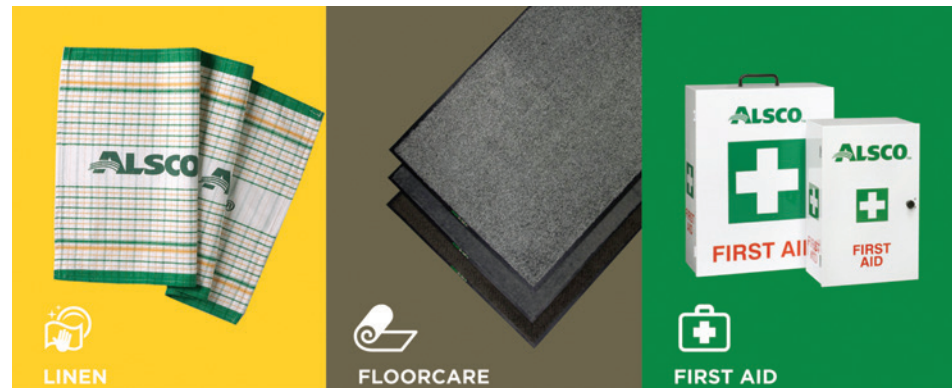
Consumables and Hygiene Supplies

CrestClean's partnership with AlSCO

Through our partnership with AlSCO, we provide a large range of consumable products, hygiene services and rental equipment.

From toilet tissue and paper towels to liquid soap, tea towels, doormats, linen and laundry services, we offer a tailored selection to suit customer requirements, all billed to a single itemised invoice.

AlSCO has a great pick up and delivery service, and competitive pricing through their large buying power.



First Responder Equipment

AlSCO's managed First Aid kits take the hassle out of re-stocking, and high-tech defibrillators give your workplace a first responder capacity.

Workplace cleaning, hygiene consumables and first aid - everything you need - just one bill

Your CrestClean regional manager can provide you with a quotation and set up a transition. We can co-ordinate the installation of new hand towel and soap dispensers, often free of charge.



Specialist Services



CrestClean offers a range of specialist services, to help present and maintain buildings and premises. Our personnel are trained to tradesman standards, and are experienced and professional. They take pride in their workmanship, and they follow safe systems of work.

We can offer annual maintenance schedules that ensure your presentation is kept to good standards. For example: windows cleaned bi-monthly, floors polished six-monthly and carpets cleaned annually. We are experienced in maintaining larger scale sites.

Hard Floor Cleaning and Maintenance

Bring back the shine with stripping, sealing and polishing of vinyl floors - machine scrubbing of vinyl, tiles, stone and polished concrete floors.

Carpet and Upholstery Cleaning

Our carpet care teams receive advanced training in carpet cleaning and stain removal, odour control, flood restoration and insurance claims. We use the very latest portable hot water extraction carpet cleaning machines.

Pure Water Window Cleaning

Pure Water Window Cleaning is a unique soft pressure, ground operated system able to clean exterior windows up to four storeys high. Safe, chemical free and great results.



Property Caretaking

Need someone to take good care of your property's exterior and grounds?

Our caretaking teams can help maintain and present your premises and grounds to a high standard.

- **Lawns • Grounds • Gardening**
- **Facilities care • Scheduled maintenance duties**
- **General maintenance • General repair jobs**
- **Removal of moss, mould and lichen**
- **Pure Water window cleaning • Water blasting**
- **Carpark cleaning and sweeping**

Our property caretakers are trained to operate safely, they are competent in the operation of their equipment and the processes they follow. All services are undertaken with safe systems of work.

We can tailor a maintenance and presentation plan for your property, with regular, seasonal and periodic tasks. All performed by our reliable and competent caretaking teams.



Crest
PropertyCare

THE CARE
TAKERS



People and Places

CrestClean is a well-established Kiwi-owned company. In 2017 we celebrated 21 years of providing cleaning services to our happy customers and paid a visit to our busy franchisees from Kerikeri to Bluff.

There are now more than 620 franchise teams – many of our people are new to New Zealand.

In fact, CrestClean, as a company has created more new businesses and moved more families to the regions than any other Kiwi-owned company.

We're proud of our people. They are very positive about their businesses, their customers and the work they do.

Please enjoy the next few pages – snapshots of our people and the places they love to live and work.







Support for our Communities

While CrestClean is a national company, our people are all local. As such, we believe the way we can create the most positive change is by implementing and engaging in long-term, community-based programmes.

We have a number of Corporate Social Responsibility programmes, such as our Gold Partner sponsorship of the NZ Principals' Federation and sponsorship of many local school cluster groups throughout the regions.

Our school posters in English and te reo Māori have proved popular with primary schools. They promote respect and cleanliness at schools. These colourful posters have been endorsed by the Te Akatea New Zealand Maori Principals' Association.

Nationally we run a 'Cleanest Classroom' award, which is given to the cleanest classroom at many schools we service. This involves children keeping their classrooms tidy and it promotes respect for school property.

CrestClean has been a long-time supporter of Leslie Rugby's Junior Coaching Programme, a ground-breaking coaching programme for junior rugby coaches. For over 5 years we have sponsored more than 200 coaching clinics and distributed more than 4000 programme booklets and hundreds of balls all around the country.



Summary and industry facts

CrestClean is a specialist commercial cleaning company that provides contract cleaning services to businesses, schools, industrial, retail and office customers.

Our cleaning services are performed by owner-operator teams who have purchased a CrestClean franchise. Master franchisees, who are our regional managers, lead the business in geographical territories, assisted by centralised support services.

CrestClean has corporate strength accorded by its structure and operational systems. It also has the advantages of motivated and committed personnel through its franchise business model. CrestClean has developed a unique proprietary franchise system that provides franchisees with a high level of support. There is a strong emphasis on training and health and safety, with regular upskilling for all personnel.

The company has enjoyed considerable growth and has become a respected brand in the marketplace. CrestClean operates nationally, and is represented in all the major cities and many regional centres and smaller towns. CrestClean is the largest Kiwi-owned cleaning company, and it's the second largest franchise by outlet in NZ behind Lotto. Its subsidiary, the Master Cleaners Training Institute, is the largest trainer of cleaning personnel in the country.

CrestClean has been cleaning Kiwi workplaces since 1996 and looks forward to a future where innovation and technology will enhance and help strengthen its long-term relationships with customers and franchisees.

Number of nationalities
across CrestClean teams

59

cleaning for two
hours burns

200
calories

Number of customers

5200+

CrestClean®

**HEALTHY
CLEAN
WORKPLACES**

**TOTAL CRESTCLEAN
PERSONNEL**

1946

Franchise Businesses	692
Franchise Owners	1144
Franchisees' Employees	726
Master Franchisees	27
Corporate and Support Staff	49

*All information is correct as at June 2022

82% of our franchisees
wish to grow their CrestClean franchise

69% of franchisees
are happy homeowners

85 of our franchisees
have reached 10 years' service

22 teams have hit 15 years

One Master Franchisee has
achieved 22 years

Our longest serving franchisee has
celebrated 21 years

CrestClean is the largest trainer of
cleaning personnel in New Zealand

1,502 in 2019
1,038 in 2020
1,340 in 2021

CrestClean achieves
Environmental Choice accreditation

2016



Cleaning Services
Licence No 4517141

631 FRANCHISE BRANDS

New Zealand is the most franchised country in the world Number
of people employed in NZ franchises: 124,200 Turnover: \$27.6 billion
– equivalent to 11% of NZ's GDP

CrestClean's brand is trademarked ® in 9 Southeast Asian countries



CrestClean gained national recognition by
being listed 3 times on the 'Deloitte Fast50'



2003 and 2015 'Master Franchisee of the Year'

2005, 2006 and 2021 Finalist 'Franchise System of the Year'

2017 'Best Franchisee in Business Services'

2019 'Regional Master Franchisee of the Year'

2021 'Business to Business Franchise System of the Year'

2021 'Supreme Award – Westpac Franchise System of the Year'



New Zealand
Franchise Awards



2015 Business Excellence in Marketing and
Business Excellence in Innovation

2019 Business Excellence in Health & Safety

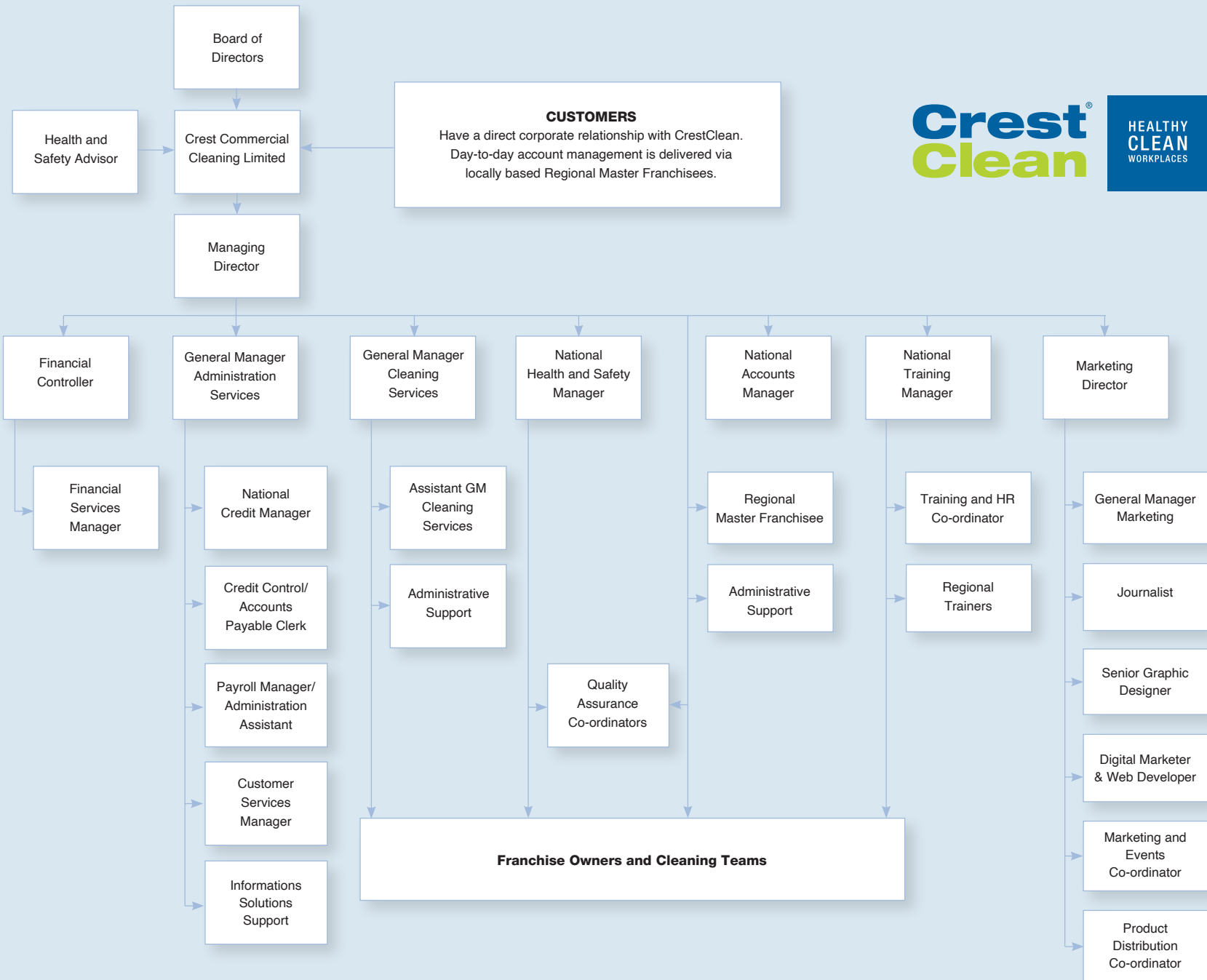


CrestClean cleaning hours
worked per annum

2,806,834

SafeClean® our Health, Safety and Environmental Management System
is successfully deployed through the organisation





**Crest[®]
Clean**

**HEALTHY
CLEAN
WORKPLACES**

CrestClean Corporate Structure

CrestClean has a 'top down' corporate structure, with our national office overlaying the systems, culture and standards to which the organisation operates.

Operational systems, health and safety, training, compliances, quality assurance and marketing are managed at national level.

Our regions are each led by a Regional Master Franchisees, who manages service delivery and provides a dedicated local point of contact. Our Regional Master Franchisees are business partners and are fully authorised to resolve any issues that may arise.

Our cleaning teams are business owners themselves and they take pride in their work. They have industry-recognised qualifications and they undertake regular training and upskilling to keep them at the top of their game.

CrestClean has a track record of innovation and industry leadership. We invest in people, systems, training and technology to develop a thriving organisation that promotes 'best practice' industry standards.

With two decades of experience servicing customers ranging from large corporates to small businesses, CrestClean has gained an excellent reputation for the quality of our service and professionalism in managing long-term customer relationships.

A woman with dark hair and glasses, wearing a blue CrestClean uniform, is leaning over a wooden table, cleaning it with a blue cloth. The background shows a large window with a view of a modern building and greenery. The CrestClean logo is visible on her sleeve.

CrestClean

people innovation excellence



Crest Commercial Cleaning

www.crestclean.co.nz

Call 0800 273 780