

PRIME

WELCOME to PRIME



**Prime Cleaning & Maintenance
Pty Ltd**

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1. About PRIME



For the past 34 years PRIME Cleaning & Maintenance Pty Ltd. has been providing high quality building services. Through hard work and dedication the company has developed into one of Melbourne's leading and most respected property management companies, cleaning and servicing a variety of establishments.

In the early 1990's our company expanded operations into the body corporate services of residential apartment complexes. Today more than 65 of Melbourne's most prestigious apartment complexes rely on Prime for total cleaning, caretaking and relieving building manager solutions.

With our portfolio of properties increasing and the company expanding, owners and Directors Geoff and Debra Boyle have strengthened its management and operations team with the appointment of the very experienced Jim Roberts (operations manager), Mark Johnston (operations/building management) and Michael Smith (business development manager). PRIME are now well positioned structurally to care for the increasing responsibilities and demands that growth brings.

With more than 80 cleaning professionals and support staff, Prime has enjoyed many long-term business relationships with Facility Managers, Property Managers, Owners Corporation managers and Company executives.

The company is financially sound and exceptionally well poised to continue to grow well into the twenty-first century in all aspects of body corporate management, particularly high rise residential, and office complexes.

Our mission:

To provide our clients with affordable, professional, quality services at the highest possible standard with the hands on supervision of the management team.

'PRIME continually provide the work ethics, standards and philosophy we practice'

Our Services

Our staff will always deliver quality! We're passionate about sourcing the best fit for your business needs, improving the accountability of the services we provide for your company and needs.

We are proud of this philosophy, as it has enabled Prime to develop numerous long-term relationships with a diverse range of clients and body corporate management teams. We believe that a client is a business partner and we will always treat their business with the highest respect, as proven by some of our client's commitment with us for more than 20 years.



2. Management



Management Profile

Geoff Boyle & Debra Boyle: CEO/Owners

Geoff and Debra have more than 25 years' experience in successfully owning and operating a variety of Service and Retail businesses. In addition, both have held various leadership positions in Strategic Planning, Financial Administration, Operational and Marketing for a number of major companies.

Geoff and Debra with their strong Management backgrounds and have worked closely over the past 25 years to build successful business teams, creating the development and support of a cohesive team to be vital to any organisation.

Geoff and Debra bring experience, vision and enthusiasm to Prime and have forged long and successful relationships with Facility Managers, Property Managers, Owners Corporation Managers, Company Executives and most of all their staff members. Both Debra and Geoff direct the company in a hands-on role and are active in all facets of the business operations.

Jim Roberts: Operation Manager

Jim brings our Prime team 10 years of experience in operational structure and has a valuable hands-on role capacity. In addition, he holds over 14 years' experience in running his own property maintenance business. Jim's expert knowledge of real estate administration and property management, staff development and operational procedure, is second to none, enhancing the overall performance of Prime as a provider of superior services.

Mark Johnston: Building Management/Operations

Welcoming Mark Johnston's expertise to Prime's management team is an opportunity we have embraced and has provided new vision and scope to our services.

Mark's many years as an owner operator in the retail sector, overseas finance and building management enriches our already growing knowledge base necessary to service both small and large contracts.

Michael Smith: Business Development Manager

Michael has joined the PRIME team and has brought with him a unique energy, creativity and freshness to the business. Michael has qualifications in International Business, Business Management, and Human Resource Management, qualities PRIME aim to utilise and expand its operations. With experience in the labour force, retail industry, marketing sector, training and education departments, Michael has the goals and ambition to increase and improve PRIME's policies and procedures as well as PRIME's services portfolio.

3. PRIME Culture & Clients



Culture & Clients

Our Partners

Our partners share our passion. Together, we embrace professionalism and diversity to create a place where each can benefit in both a commercial and personal environment. This is achieved through treating each other with respect and dignity while maintaining and providing the highest standard of service.

Our Customers

When we are fully engaged, we connect with, share a success with, and promote our customers satisfaction – it starts with a balanced product, but our work goes far beyond that. It is about the compliance to ensure you have peace of mind and the service you deserve.

Our Offices

PRIME staff and consultants are available 7 days a week, we are a Melbourne based company with the Head Office located at: Level 2, 143 Wells Street, South Melbourne Victoria 3205. It is about the convenience and promptness in addressing the client's needs and attention to detail. All our managers, supervisors and staff are highly qualified in their field of expertise and hold years of workplace knowledge and training.



4. PRIME Advantage



Benefits of choosing PRIME

Prime has enjoyed continual growth in the body corporate industry over a period spanning more than 30 years. Prime is committed to providing the best possible solutions through:

- ✓ Understanding the requirements of buildings and managers
- ✓ 24/7 support and commitment
- ✓ Centrally located office within minutes of properties
- ✓ Experienced work force
- ✓ A dedicated hands on management team
- ✓ Specialising in the apartment complex services industry
- ✓ Strong long standing relationships with a range of body corporate management companies

Our Prominence

Our company is part of the local and international community, and we take our responsibility very seriously. We want to be invited in and welcome others wherever we do business. We can be a force for positive action – bringing together our partners, customers, and the community to contribute every day. The world is looking to Vocational training to set the new standards we will be a part of the lead group.

Corporate Governance Statement

This statement summarises the main corporate governance policies and practices in place throughout the financial year. (Corporations Act 2001)

Quality Assurance

Prime is committed to maintaining the highest standards of quality in workmanship, responsiveness and communication at all times. We strive to improve wherever possible on the already excellent standards on which we benchmark our performance.

Prime conducts regular site inspections to ensure performance criteria are being met and reports back to the client's representative on the outcome regardless of the results. Any remedial action is undertaken immediately.

A history of performance is kept and used as a guide when assessing staff performance. Performance trend analysis will enable Prime to ensure a successful working relationship with Owners Corporation Management over the long term.

'Our aim is to always be proactive rather than reactive'.

5. Resource Management



Materials & Equipment

Reputable manufacturers and distributors complying with regulatory standards supply all materials used by Prime. Suppliers of chemicals must be able to provide MSDS documentation for all products carried.

Electrical and mechanical equipment used by Prime employees are checked and tagged in accordance with Victorian OH&S standards.

Human Resource Management

Prime has more than 60 full time, part time and casual cleaning professionals with experience ranging from two to 25 years. With the majority of Prime's work being in the area of large apartment complexes, many of Prime's employees have worked in a variety of locations thus gaining invaluable experience.

All Prime staff will be provided with uniforms to wear in those locations where a uniform is appropriate. In such situations the wearing of the uniform will be a condition of employment and failure to do so may result in dismissal.

Prime's management team are active in the day-to-day hands on running of the business. If an employee is unable to fulfil his or her duties on any given day due to illness or other unforeseen circumstances, the Prime management team steps in immediately to cover until a suitable replacement person can be engaged.

Sub-Contractors

All staff carrying out regular duties are employees of Prime. Where specialist skills are required, for example professional car park sweeping, sub-contractors are engaged by Prime. All sub-contractors engaged must:

- ✓ Show suitable experience
- ✓ Produce public liability insurance certificates of currency
- ✓ Provide competitive quotes
- ✓ Provide references before carrying out work for the first time.

Value for Our Clients

PRIME engages with a range of clients requiring cost effective and high quality services that avoid the stress and reduce the expense of hiring additional staff.

6. PRIME Environmental



Environmental Policy

Wherever possible Prime encourages its clients to participate in responsible recycling programs. All Prime staff are trained to respect and follow vigorously the many recycling programs available. In many cases Prime staff are in close consultation with local government and waste disposal and recycling company personnel. Subsequently we can assist clients in the management of their waste disposal and recycling requirements.

The materials used by Prime are of the highest quality. Our staff are trained to use materials carefully and efficiently to ensure quality services are maintained with as little impact on the environment as possible.

In June 2009 we joined forces with Hunter Industries Pty. Ltd and implemented our Green program for all chemical, consumables, training and environmental issues. We are now well positioned to advise and assist clients on all environment matters relative to their property.



7. PRIME Training



Training Policy

At the commencement of their service, all employees are required to complete a skills checklist. Any areas that appear deficient are addressed immediately by our experienced staff prior to the employee commencing work.

An induction program is conducted for all employees at the commencement of a new contract in conjunction with the client's representative. It is generally at this point that issues such as hours of work, security, reporting and quality inspections are discussed.

Ongoing training in the area of general cleaning practices, occupational health and safety issues, operational procedures and customer service are conducted regularly. Staff at all levels are encouraged to develop their skills and understanding of the requirements the cleaning industry demands of its professionals.

8. PRIME Security



Security Policy

The security of a client's premises and property is of paramount importance to Prime. We work closely with all our clients to ensure their individual security needs are met and adhered to by all Prime staff. Our management team are contactable at all times to support our field staff, should the need arise.

When hiring potential new staff, every possible precaution is taken to ensure that the person is suitable to represent Prime. New applicants must provide multiple references, copies of passports and criminal checks, which are rigorously reviewed.

9. Occupational Health & Safety (OHS)



OH&S Policy

At Prime we are committed to the health and well-being of our staff, clients and the general public. Our safety standards and policies have been developed in accordance with the Work Cover Victoria guidelines.

All policies and procedures are in compliance with the [Occupational Health and Safety Act 2004](#).

Such procedures include but are not limited to:

- ✓ Training and consultation
- ✓ Risk identification, assessment and control
- ✓ Safe working procedure checklists
- ✓ Review and evaluation
- ✓ Record keeping



Prime's OH&S procedures and policies are available for perusal. They are commercial in confidence and protected by copyright law.

10. Prime Induction Program



All new employees attend thorough induction programs both in the Prime office and on site. The induction program includes but is not limited to:

- ✓ Company profile and philosophy
- ✓ Getting to know your workplace
- ✓ Employment contract and conditions
- ✓ OH&S procedures
- ✓ Code of conduct
- ✓ Performance management
- ✓ Grievance / complaint process

Prime's Induction Program procedures and policies are available for perusal. They are commercial in confidence and protected by copyright law.

11. Prime Property Services



11.1 Scope of Work & Services

This proposal has been developed based on the scope of works provided by the Body Corporate Management. In addition to these services, Prime can also provide the following:

- ✓ **Building Management Relief/ Consumables management**
- ✓ **Caretaker services**
- ✓ **Cleaning Service**
 - Waste Removal and Management
 - Emergency cleaning
 - Carpet steam cleaning
 - Hard floor treatments
 - High pressure cleaning
 - General outdoor maintenance
 - Handyman and basic routine maintenance
 - Hard rubbish removal
 - Graffiti Removal

We pride ourselves in providing tailored services specific to our client's needs. We assist our clients with their everyday requests. Whenever they have a problem we encourage them to talk to us first. We aim to provide our clients with solutions to all kinds of situations.

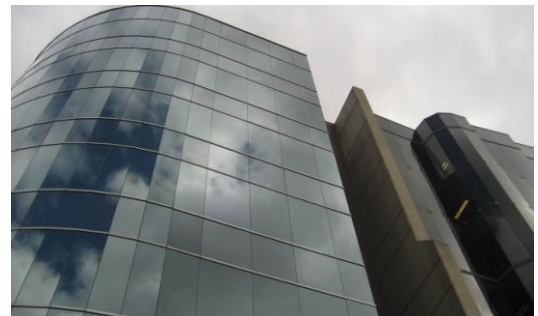
12. Overview of Prime Property Portfolio



Prime is currently contracted to a number of Body Corporate management companies. Caring for over 65 properties both low rise and high rise. Ranging from 35 to 800 apartments, a selection is listed below.

Melbourne – Central

- Royal Domain Tower
- The Nolan
- The Boulevarde
- Central Gardens
- Southbank Towers
- The Summit
- City Tower
- Melbourne Tower
- Victoria Tower
- Southbank & Yarra Condos
- Nautica
- Beacon Cove
- Cityside
- The Orchid
- Royal Flagstaff
- Lygon Gardens
- Tribeca Apartments
- Leicester Gardens
- Main Point
- City View & Tower/Gardens
- Yarra Crest
- River Garden
- Kings Park



13. PRIME Insurance



Workers Compensation

| | |
|---------------------|-------------------------------|
| Class of Insurance: | Workcover – Victoria |
| Insurance provider: | QBE Mercantile Mutual Limited |

Public & Product Liabilities

| | |
|---------------------|-------------------------------|
| Class of Insurance: | Public & Product Liability |
| Insurance provider: | QBE Insurance (Australia) Ltd |
| Cover: | \$20,000,000.00 |

Company Details

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Email: info@primecleaning.com.au

14. PRIME Referees



Work References

PRIME Cleaning & Maintenance service over 65 properties around Victoria for any reference on our service please contact the office for referee details.

Phone: 03 9686 4011

Thank you for considering PRIME Cleaning & Maintenance as your property service provider!