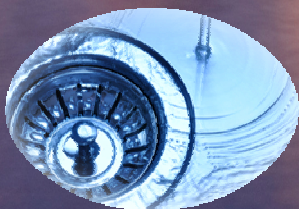


CHIPS Property Trade Services



Specialising in
Plumbing – Electrical – Pumps



02 9621 1960

Table of Contents

1. Company Contact Summary
2. Introduction & Mission Statement
3. Quality Assurance Policy
4. Occupational Health & Safety Policy
5. Scope of Services
6. Our Standard Priority Times
7. Our Clients
8. Contract Terms & Condition
9. Trading Terms & Payment Options
10. Certificate of Company Registration
11. Contractors License
12. Workers Compensation Certificate of Currency
13. Public Liability Certificate of Currency
14. Employee Contact Details

CHIPS Property Trade Services

ABN: 81 149 295 349

Licence No: 234245C

Unit 1/11 Penny Place
ARNDELL PARK NSW 2148

PO Box 668
TOONGABBIE NSW 2146

Office Hours Mon-Fri, 8am-5pm

Phone: **(02) 9621 1960**

Fax : **(02) 9621 1945**

www.chipspts.com.au
info@chipspts.com.au

After Hours Emergency

0418 260 779 (PLUMBING)

0428 254 469 (ELECTRICAL)

Introduction

We pride ourselves on quality service to all of our valued customers, working to Industry and Regulatory Standards which include but not limited to, the Plumbing Code of Australia 2004, and the AS/NZS 3500 Series and AS 3500 Series, utilising the Quality Management Systems, AS/NZS ISO9001:2000. The Electricity code of Australia 2004 AS/NZS 3000 electrical installations.

Our business and employee manuals outline the principles and policies within our management system to ensure continuous improvement and development to exceed customer satisfaction.

They also include the procedures, policies and guidelines in accordance with Work Cover NSW from, the Occupational Health and Safety Act 2000, the Occupational Health and Safety Regulations 2001, and the Australian Standard, AS/NZS 4360: 2004, Risk Management.

Your comments are encouraged and should be forwarded to Peter Koch at, Unit 1/11 Penny Place, Arndell Park, NSW, 2148.

Mission Statement

Provide quality commercial, industrial & domestic plumbing & electrical services to the market place by maintaining high standards in quality, reliability, workmanship and service.



Quality Assurance Policy

CHIPS Property Trade Services Pty Ltd (PTS) is proud of the reputation it has gained as a provider of high quality plumbing & electrical services to the commercial, industrial & domestic market. To maintain and further enhance and develop our reputation, **CHIPS PTS** is committed to a Quality Assurance Policy that ensures all our valued customers receive premium service.

We pride ourselves on the quality and reliability of our **WORKMANSHIP** and **SERVICE**.

The **CHIPS PTS** Quality Management System is designed to ensure customer needs are always met and their expectations satisfied. The aim of the company and its employees however, is to exceed customer satisfaction, by providing outstanding service ensuring their loyalty and outspoken praise of our service quality and standards.

We know that **IF WE DON'T TAKE CARE OF OUR CUSTOMERS**, someone else will.

Management endeavours to take all necessary steps in providing its employees with quality tools and equipment necessary to safely achieve the task at hand. Therefore reducing risk to the environment, customers and our tradesmen. In providing the right working environment we strive to guarantee that our employees are protected from the risk of injury or other mishaps.

We continue to adopt best practice procedures and policies to protect the environment.

Management recognises that in order to achieve the above aims, it is necessary to have in place a Quality Management and Occupational Health, Safety and Rehabilitation Program that is developed, in consultation with all staff, and implemented and endorsed by management. This produces a system that is continually subject to review and improvement by all members of the company. It is a system that is practiced and encouraged - not ignored.

The Company is committed to the Quality Assurance processes as describe above to ensure that our most valuable assets are protected, our staff and our valued customers.

By achieving these objectives our cliental will grow, and our service technicians will continue to provide professional service, therefore adding profitability to the bottom line.



Peter Koch

Occupational Health & Safety Policy

General Policy

CHIPS PTS policy in the area of occupational health, safety and welfare is to provide a safe and healthy place to work for all staff, contractors and members of the public.

Management's Responsibility

The management of **CHIPS PTS** is committed to improving every aspect of health and safety by involving all staff and subcontractors in reducing or eliminating any risks and hazards in the workplace and providing sufficient resources to comply with the Occupational Health & Safety Regulation 2001, Occupational Health & Safety Act 2000 No. 40, Workplace Injury Management and Workers Compensation Act 1998 No. 86.

Health and Safety Committees

The Act states that OHS occupational health and safety committees must be established in workplaces of 20 or more where the majority of employees request it.

- The Work Cover leaflet "*OH&S committees: powers, functions, rights and duties*" outlines the powers and functions of the committees.
- Work Cover's "*The health and safety committee starter kit*" outlines the steps to be taken to set up a committee according to the Act.

Occupational Health and Safety Program

In order to implement the general provisions of this policy, **CHIPS PTS** will set up and monitor a program of activities relating to OH&S and include:

- OH&S training and education
- work design, workplace design and standard work procedures
- safety rules and disciplinary procedures
- changes to work methods
- provision of OH&S equipment
- workplace inspections
- reporting and recording incidents, injuries and illnesses
- provide OH&S information to employees, contractors, and subcontractors

Specific Responsibilities

- a. The General Manager, Directors and Managers are required to ensure that this policy and the OH&S program are effectively implemented in their area of control and to support supervisors and hold them accountable for their specific responsibilities.
- b. All Supervisors are responsible and will be held accountable for taking all practical measures to ensure that the workplace they control is safe and without risk to health. The supervisor shall ensure persons working at that workplace are behaving in a safe manner without risking health.

More specifically, the supervisor will always be held accountable for detecting any unsafe or unhealthy condition or behaviour. If the supervisors do not have the necessary authority to fix the problem, they will be held accountable for reporting the matter promptly with a proposed solution to their supervisor with the necessary authority to remedy the problem.

- c. Managers or Supervisors with the necessary authority will be held accountable for prompt action, so that unsafe, unhealthy conditions and unsatisfactory behaviour is eliminated.
- d. Employees are required to cooperate and comply with **CHIPS PTS** OH&S policy and program to ensure their own health and safety and that of their fellow workers as well as the public. All employees are required to report any unsafe condition or act.
- e. Subcontractors engaged to work for **CHIPS PTS** are required as part of their contract, to comply with the OH&S policy and programs, in accordance with the Occupational Health and Safety Act and Regulations, observing directions on health and safety matters from supervisors, employees or officers. Failure to comply or observe these directions will be considered a breach of the contract and sufficient grounds to terminate the contract.
- f. Visitors to **CHIPS PTS** sites are required as part of their visiting rights to comply with the Occupational Health and Safety policy and program, observing directions on health and safety matters from employees or designated officers. Failure to comply or observe these directions could result in visitors being required to leave the site.



Peter Koch

DATE 01/03/2011

Scope of Services

CHIPS can provide you with the following Repairs, Installation and Maintenance Services 24 Hours a Day, 7 Days A Week. **Commercial, Industrial & Domestic**

<u>ELECTRICAL</u>	<u>PLUMBING</u>	<u>PUMPS</u>
<ul style="list-style-type: none"> • Lighting: Hi-Bays, Low Bays, Floodlighting, Fluorescents, Sensor • Switches: Light Switches, Isolation Switches, Weatherproof Switches • Power: Power Points, Cabling, Machinery Circuits • Exhaust Fans: Ducted Vents, Ventilation Fans • Ceiling Fans • Switchboards: Upgrades, Additions • TV Antennas, TV Outlets • Data Cabling, Networking • Phone Points, Fax Machines • Emergency Lighting • Scheduled Maintenance • Energy Saving: Energy Management Designs • Smoke Alarms • Hot Water Systems, Repairs and Replacements • Stoves, Ovens & Cook-tops • Range hoods 	<ul style="list-style-type: none"> • Plumbing: maintenance & installations • Gas fitting: maintenance & installations • Drainage: maintenance & installations • Hot Water Systems, gas & electrical • Boiling Water Units: Installation and service • Water Filters: installation, exchange & programmed service • Roof & Box Gutter repairs, replacements & programmed cleaning • Commercial Kitchen Strip Out & Reinstallation • High Pressure Water Jetting • CCTV Inspections • Trade Waste: Installation of grease traps & drains • Backflows: installation and programmed local water authority's annual testing and service reports • Thermostatic Mixing Valves (TMV's): installations, annual testing & servicing • Site Inspections & Reporting: carried out & supplied on CD/DVD 	<ul style="list-style-type: none"> • New Pump Installations • Sewer & Storm Water Pumps • Hot Water circulators • Pump Repair, refurbishment & replacement • Solar Hot Water systems • Preventative Maintenance • Oil Separator systems • Tender Work • Cold Water pressure /booster systems • Confined space specialist • Hydrant diesel / electric pump sets • Energy Efficiency • Irrigation • Water treatment, water feature and water harvesting systems • Comprehensive report of preventative maintenance

Service Area: Sydney Metropolitan Area & NSW Regional Areas as requested.

Our Standard Priority Times

Customers are usually assigned a level of priority and given an estimated response time to be on site.

As your approved service provider, we will endeavour to respond to your request, however, should the unforeseen occur and we are not able to respond in time, you will be notified of the expected time of arrival to your premises.

<i>Level of Priority</i>	<i>Response Time</i>
Priority 1	Attendance to site within 1 hour
Priority 2	Attendance to site within 4 hour
Priority 3	If the request is issued PRIOR TO 10am on a business day, attendance on site by close of business the same day
Priority 4	If the request is issued AFTER 10am on a business day, attendance on site by 6 pm of the next working day
Priority 5	Attendance on site within 3 business days
Scheduled	Attendance on site as agreed

NOTE: Above priority times are relevant to work in the Sydney Metropolitan Area, Regional areas negotiable.

Job request can be E-mailed to jobs@chipspts.com.au

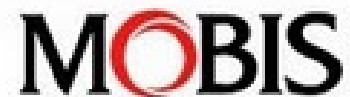
FOR EMERGENCY CALL OUTS ring our 24hrs, 7 days a week numbers:

Plumbing: 0418 260 779 & Electrical: 0428 254 469

Office Hours Mon-Fri, 8am-4.30pm Ph: (02) 9621 1960 Fax: (02) 9621 1945

Our Clients

AIP
Australian Institute
of Petroleum Accredited



Contract Terms & Conditions

1. Standard Of Work

The Contractor will carry out the Work with care and skill. All materials supplied by the Contractor will be reasonably fit for the purpose for which they are supplied.

2. Variations

All variations required to be performed by the Owner shall be submitted in writing to the Contractor by the Owner and the Owner and the Contractor shall mutually agree upon the sum of such variation prior to the commencement of the Work or within a reasonable period of time thereafter which sum shall be paid to the Contractor together with progress payments.

3. Site Conditions

The Contractor's offer has been made on the basis of his/her inspection of the place where the Work is to be carried out. If the Contractor encounters conditions which his/her inspection could not reasonably have disclosed and which increase the amount of the Work, and additional cost involved will be added to the Price and paid by the Client to the Contractor as if it were a Variation.

Should the Contractor encounter rock, reef or any other impediment whether man made or not then in such case the cost of removal of same shall be borne by the Client.

4. Time

(a) The Contractor will begin to carry out the Work on the Commencement Date and he/she will complete the Work on or before the Completion Date, unless delayed by a cause beyond his/her control.

If any cause beyond the Contractor's control prevents him/her from beginning or carrying out the Work for more than 28 days, either party may terminate the Contract, and the Client shall pay the Contractor for all the costs incurred up to the date of termination.

(b) The Completion Date shall be extended commensurate with any delay due to any cause beyond the control of the Contractor where neither party has elected to terminate the Contract in accordance with clause 4(a).

5. Maintenance

The Contractor shall, within a reasonable time make good any defects or other faults which may be evident and notified in writing to him/her by the Client up to the expiration of the maintenance period referred to herein.

6. Normal Working Hours

The price is based on the Work being carried out between the hours specified, excluding days off provided for by any relevant Industrial Award or Agreement including Public Holidays, Picnic Days and rostered Days Off. Any part of the Work carried out outside those hours may be charged for at penalty rates.

7. Payment

Larger Projects (\$20,000<)

The Contractor shall make progress claims for the value of the Work completed. The client shall pay to the Contractor the full amount of each progress claim, including his/her final progress claim, within seven (7) days of the claim being presented to the Client. The Contractor shall not make a progress claim which would bring the amount actually paid beyond the value of the completed work nor shall the Contractor submit more than one claim in any period of seven (7) consecutive days.

General

- (a) If the Client fails to pay the amount of any progress claim, including the final progress claim or such part of such progress claim or final progress claim as does not exceed the value of completed work, or any part of the progress claim, including the final progress claim within time, the Contractor may stop work until the progress claim is paid in full, and shall be entitled to Interest on the unpaid amount at the rate of 5% per month from the due date until the date of payment. If the Client fails to pay the full amount of any progress claim including the final progress claim, together with any Interest which may be due within 14 days of the claim being presented to the Client, the Contractor may without prejudice to any other remedy he/she may have, terminate the Contract by giving written notice to the Client stating that the Contract is thereupon terminated.
- (b) Notwithstanding the above, it may be agreed by the parties that the terms of payment shall be on a cash with order basis.
- (c) **We reserve the right to recover the GST from the client as an additional amount.**

8. Indemnity and Liability

The Contractor shall not be liable to the Owner for any proceedings, losses, claims or liability in respect to any damage to the Work save except any act default or omission by himself/herself or his/her servants or agents. The Contractor shall not be liable for any damage to the work due to inclement weather, strikes, accidents, acts of God, war, riots, shortages of materials or difficulty or securing labour or any other reason outside of the control of the Contractor.

9. Disputes

If the Owner or Contractor considers a dispute has arisen in relation to any matter covered by this Contract, the party must give the other party notice of that dispute. If the dispute cannot be resolved with the help of a mutually agreed third party either party may refer the matter to the Building Disputes Tribunal. Statutory Warranties

Explanation: Under the Home Building Act, the Contractor is required to give the warranties set out in this clause.

The Contractor warrants that:

- (a) The Work will be performed in a proper and workmanlike manner and in accordance with the plans and specifications.
- (b) All materials supplied by the Contractor will be good and suitable for the purpose for which they are used and, unless otherwise stated in the Contract, those materials will be new.
- (c) The Work will be done in accordance with, and will comply with, the Home Building Act or any other law.
- (d) The Work will be done with due diligence and within the time stipulated in the Contract, or if no time is stipulated, within a reasonable time.
- (e) If the Work consists of the making of alterations or additions to a dwelling or the repairing, renovation, decoration or protective treatment of a dwelling, the Work will result, to the extent of the work conducted, in a dwelling that is reasonably fit for occupation as a dwelling.
- (f) The Work and any materials used in doing the Work will be reasonably fit for the specified purpose or result, if the Owner expressly makes known to the Contractor or another person with express or apparent authority to enter into or vary contractual arrangements on behalf of the Contractor, the particular purpose for which the Work is required or the result that the Owner desires the Work to achieve, so as to show that the Owner relies on the Contractor's skill and judgement.

Note: All items subject to a manufacturer's guarantee shall not be subject to the statutory warranty period set out in the Home Building Act for Contractor's warranties.

Trading Terms & Payment Options

Trading Terms

CHIPS Plumbing trading terms are 30 days.

Payment Options

To assist with the payments of accounts, please find options & details below.

- Cheque payments to: **CHIPS Property Trade Services Pty Ltd**
PO Box 668
TOONGABBIE NSW 2146
- Credit card payments accepted, please call the office to process the payment.
- Direct deposit into our account as detailed below.

ELECTRONIC FUNDS TRANSFER AUTHORISATION

Company Name: CHIPS Property Trade Services Pty Ltd
Trading Name: as above
ABN: 81 149 295 349
BSB: 124 - 001
Account #: 2157 5472
Account Name: CHIPS Property Trade Services
Contact Name: Peter KOCH or Nadia BORDIN
Address: 1/11 Penny Place
ARNDELL PARK NSW 2148
Phone Number: 02 9621 1960
Facsimile Number: 02 9621 1945
E-mail Address: info@chipspts.com.au

I/ We on behalf of the above named company/ business, hereby certify that the above information is correct and authorise all outstanding monies to be paid directly into the Bank Account specified above.

Date: 01/03/2011
Name: Peter KOCH **Title:** Director

Authorised Signatory: 

Certificate of Registration of a Company



This is to certify that

CHIPS PROPERTY TRADE SERVICES PTY LTD

Australian Company Number 149 295 349

is a registered company under the Corporations Act 2001 and
is taken to be registered in New South Wales.

The company is **limited by shares**.

The company is a **proprietary** company.

The day of commencement of registration is
the fourteenth day of February 2011.

Issued by the
Australian Securities and Investments Commission
on this fourteenth day of February, 2011.

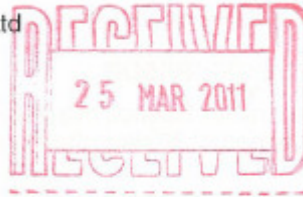
Anthony Michael D'Aloisio
Chairman

PO Box 972
Parramatta NSW 2124
Tel 13 32 20 Fax 02 9895 9956
ABN 81 913 830 179
www.fairtrading.nsw.gov.au



**Fair
Trading**

1068
Chips Property Trade Services Pty Ltd
108 SMITH ST
PENDLE HILL NSW 2146



Receipt No: 1-938953674
Receipt Date: 17/02/2011
Receipt Amount \$411.00
Licence Number 234245C

Dear Licence Holder,

Please find attached your Contractor Licence card.

Your rights as a Contractor Licence holder are:

- You may contract and advertise to carry out work for which the licence has been issued;
- You have access to the Consumer, Trader and Tenancy Tribunal to resolve disputes with licensed contractors, suppliers, manufacturers and consumers.

Your statutory responsibilities as a Contractor Licence Holder are:

- All work where the reasonable market value of the combined labour and material costs exceed \$1,000 must have a written contract;
- All contracts must show the names of the contractor and the consumer and must include the licence holder's name, licence number, contract price, plans and specifications (where applicable) and relevant warranties required by the *Home Building Act 1989*. You can download a contract for free from the Fair Trading website;
- You are not permitted to request a deposit for more than 5% where the contract price exceeds \$20,000 or 10% when the contract price is \$20,000 or less.



PLEASE SEE OVER FOR MORE IMPORTANT INFORMATION
A division of Department of **Services, Technology & Administration**

CERTIFICATE OF CURRENCY



GPO BOX 3915
SYDNEY NSW 2001

CHIPS PROPERTY TRADE SERVICES PTY LTD
PO BOX 668
TOONGABBIE
NSW 2146

Dear Sir/Madam,

1. STATEMENT OF COVERAGE

The following policy of insurance covers the full amount of the employer's liability under the Workers Compensation Act 1987.

This Certificate is valid from 09/03/2011 to 09/03/2012

The information provided in this Certificate of Currency is correct at: 09/03/2011

2. EMPLOYERS INFORMATION

POLICY NUMBER WC492497157 GROUP NUMBER
LEGAL NAME CHIPS PROPERTY TRADE SERVICES PTY LTD
TRADING NAME CHIPS PROPERTY TRADE SERVICES PTY LTD
ABN 81149295349

WorkCover Industry Classification number (WIC)	Industry	Numbers of Workers+	Wages*
423100	PlumbingServices	14	1000000

+ Number of workers includes contractors/deemed workers

* Total wages estimated for the current period

3. IMPORTANT INFORMATION

Principals relying on this certificate should ensure it is accompanied by a statement under section 175B of the Workers Compensation Act 1987. Principals should also check and satisfy themselves that the information is correct and ensure that the proper workers compensation insurance is in place ie. Compare the number of employees on site to the average number of employees estimated; ensure that the wages are reasonable to cover the labour component of the work being performed; and confirm that the description of the industry/industries noted is appropriate.

A Principal contractor may become liable for any outstanding premium of the sub-contractor if the principal has failed to obtain a statement or has accepted a statement where there was reason to believe it was false.

Phone: 13 10 10 Fax: 1300 666 346





INSURANCE ADVISERNET AUSTRALIA PTY LIMITED

AUSTRALIAN FINANCIAL SERVICES LICENCE NUMBER 240549

ABN 81 072 343 643

www.insuranceadviser.net

18/03/2011

To Whom it May Concern

CONFIRMATION OF INSURANCE CERTIFICATE

This is to certify that the undermentioned Insurance Policy has been issued and current until 4:00pm on 03/03/2012.

Insured's Name: Chips Property Trade Services Pty Ltd
Interested Parties: N/A
Insurers: Vero Insurance Limited
Policy Number: SMX014246235
Class of Risk: Business Package
Brief Details of Cover: Public Liability: \$20,000,000 each & every claim
Products Liability: \$20,000,000 in the aggregate
Premium Paid Date:

This is to certify that the above policy is current to the expiry date shown above unless cancelled in the meantime, subject to Terms and Conditions of the policy

Disclaimer

The information provided is a summary only and does not amend, extend, alter or set out the full terms of the policy referred to nor do we confirm or warrant the Insurance cover is in force at the date of this advice. You must always refer to the policy for full details and to the extent of any inconsistency the policy prevails. The policy is also subject to the operation of the Insurance Contracts Act 1984 (cth), including in particular, the insurer's rights under section 28 in relation to pre contractual non disclosure or misrepresentation. We will not provide any updates in relation to the policy to any third party unless we specifically agree to do so in writing with that third party.

Yours Faithfully,

Marc Ridlen

Authorised Representative No: 305355

299-C600062914-P600567527-3
PO Box 633, NORTH SYDNEY NSW 2059

Contact Numbers

Please feel free to contact our friendly office staff for further information on:

(02) 9621 1960

CONTACT NUMBERS			
<i>Name</i>	<i>Position</i>	<i>Email</i>	<i>Mobile #</i>
Peter Koch	Managing Director	pkoch@chipspts.com.au	0409 929 017
Nadia Bordin	Accounts/Administration Manager	nbordin@chipspts.com.au	0433 360 737
Damien Frawley	Sales	dfrawley@chipspts.com.au	0417 112 303
Paul Mancini	Operations Manager	pmancini@chipspts.com.au	0402 679 605
Matthew Maggs	Technical Supervisor	mmaggs@chipspts.com.au	0419 438 754
Brennan Kurtz	Supervisor	bkurtz@chipspts.com.au	0409 963 669

<i>Emergency After Hours 24/7</i>	
PLUMBING - Domestic / Commercial / Industrial	0418 260 779
ELECTRICAL - Domestic / Commercial / Industrial	0428 254 469

