



Pioneer General Services Pty Ltd

23rd October 2013

RE: Request for Tender - Nursing Home Cleaning

Dear Manager,

We are specialists in Hospitality, Commercial and Nursing home cleaning services throughout Sydney region. We have been delivering great results for many local businesses. Please visit our website for more information www.pgsgroup.com.au

Our company is located in Mascot and we would love to share with you how we can make a difference in the overall appearance of your facility.

We are currently offering all our new customers a **first week trial free cleaning services**.

We have enclosed the company profile & OHS Management System for you to review.

We trust that our following submission proves favorable and we look forward to receiving your valued order in due course.

Assuring you of our best attention at all times.

Yours faithfully,

Samuel Ahn

Pioneer General Services



Pioneer General Services Pty Ltd

Safety Policy Statement

COMMITMENT

Pioneer General Services Pty Ltd recognises its moral and legal responsibility, in particular to the Occupational Health and Safety Act 1985, to provide a safe and healthy work environment for employees, contractors, customers and visitors. This commitment extends to ensuring the organisation's operations do not place the local community at risk of injury or illness.

OBJECTIVES

Pioneer General Services aims to:

- ❖ Provide and maintain safe plant and systems of work;
- ❖ Provide written procedures and instructions according to the requirements of the model to ensure safe systems of work are implemented;
- ❖ Ensure compliance with legislative requirements and current state of knowledge standards;
- ❖ Provide employees, contractors and customers with regular information, instruction, training and supervision to ensure their safety;
- ❖ Provide support mechanisms and resources, which will assist employees with maintaining or improving their psychological and physical health.

RESPONSIBILITIES

Pioneer General Services Pty Ltd recognises that management have the overall responsibility to provide a safe workplace. Each management representative will be held accountable for implementing this policy in their area of responsibility. These responsibilities are described in the relevant position descriptions, the Quality Policy and Procedure Manuals and within this Health and Safety Manual, but broadly encompass:

- ❖ Providing and maintaining the workplace in a safe condition;
- ❖ Ensuring all Health and Safety policies and procedures are implemented;
- ❖ Actively promoting and being involved in those policies and procedures
- ❖ Providing the resources to meet the company's commitment to health and safety.

Employees and subcontractors are to ensure that they:

- ❖ Follow all OHS policies and procedures;
- ❖ Report all hazards and incidents to their supervisor (Leading Hand or Branch Manager).

CONSULTATION

Pioneer General Services Pty Ltd has a total commitment to encouraging consultation and co-operation between management and employees, especially with regard to health and safety issues.

Chun Woo Pak
Company Director



Pioneer General Services Pty Ltd

C o m p a n y P r o f i l e

Pioneer General Services Pty Ltd was founded in Sydney in 2001 and through its commitment to excellence, Pioneer has earned a sound reputation and has enjoyed a strong and steady growth to its present day employing with employees throughout NSW.

Today, the management team is supported by a customised **Building Maintenance Computer System** which records all transactions detailing labour and material costs, to controlling waste removal, toilet requisites and any additional or periodical service. Our fully computerised Platinum accounting and advanced Micropay Payroll Module systems also maximise efficiency.

As part of our commitment to security of the buildings we clean and maintain, all staff recruited by Pioneer are given a security check, issued with an identification card and photo and are attired in full company uniform for employee identification and customer security.

In addition to our extensive range of services, we also cater as Professional Carpet Care Consultants to our industry. Our consultants offer a revolutionary approach to carpet care covering items from Life Cycle Costing through to colour coding carpet program maintenance system right through to control for indoor air quality to mention a few.

The Company is fully insured for Workers Compensation and has Public Liability cover for twenty million dollars (\$ 20,000,000).

The tradition of quality and experience, coupled with modern technology sums up the simple philosophy of Pioneer General Services in bringing the service to the customer.



Pioneer General Services Pty Ltd

Quality Assurance

Approximately seven years ago, Pioneer General Services Pty Ltd made the decision to expand both our client base and the services we were able to offer our customers. In doing so, we were conscious of the need to continue to provide the same high level of personal service which our existing clients had become accustomed to receiving from us. In this context, we decided to implement a Quality Assurance Program to ensure that dedication to detail and individual customer satisfaction were not lost in the process of expansion.

Pioneer General Services has a concise and comprehensive procedural plan for managing our **Industrial Relations**. We have enclosed our formal Policy, highlighting our Prevention, Resolution, and Protection of Services strategies.

To document relevant aspects of our Quality System, our management structure is detailed in flow chart form to give you a visual understanding of the way our Company functions on a daily basis and the manner in which our Quality Management relates to our formal organisational structure.

We have also included our **Occupational Health and Safety Policy** along with a general overview of our comprehensive **Training** procedures to support our primary objectives

Why Pioneer General Services

Pioneer General Services has extensive hotel and brand knowledge to execute with efficiency

- A structured operational company with fully established policies and procedures
- Sets the industry standard for flexibility, honesty and integrity
- Encourages industry best practice training and development
- Practice open and transparent communication at all times
- Teams of key managers have extensive knowledge and expertise in housekeeping operations management, training and administration.
- A strong focus on achieving best quality outcomes that will assist your venue maintain and grow their business
- We believe that in making the choice to use our genuine one stop cleaning and housekeeping solutions you will get the best and most effective possible



Pioneer General Services Pty Ltd

Occupational Health & Safety

As a part of our on-going commitment for a safer and healthier working environment and obligations to conform to the *Occupational Health and Safety Act 1985* we have designed a safety program to eliminate, wherever possible, the risk of injury to all employees.

Occupational Health & Safety working conditions are the responsibility of all staff members, at all levels of authority. For their part, the management of Pioneer General Services is to ensure that work is performed without risk to health and safety by **informing, instructing, training** and **supervising** all employees as they implement necessary safe working practices under the guidelines as set out in the Pioneer General Services Staff Handbook.





Pioneer General Services Pty Ltd

T r a i n i n g

The aim of our program is to give Company employees the expertise necessary to perform commercial cleaning duties, enabling them to provide cleaning services characterised by quality and time efficiency. In implementing this training schedule we are ensuring that both our clients and our company obtain value for their money by providing our cleaners with skills that are suited to diverse customer requirements.

We recognise that our strength lies in our staff, therefore we have an ongoing and active commitment to their training to maintain the quality of our services, our reputation and the environment. Through the Program our staff will acquire the following:

- (i) comprehensive skills in the use and maintenance of equipment and materials
- (ii) knowledge of the theory and practice of cleaning
- (iii) strengthening productivity and working relations
- (iv) customer expectations, safety and environmental awareness

An Employee Training Record will be maintained for each person and signed at the completion of each session upon the satisfaction of the Branch Manager/Supervisor. Additionally, an Employee Training Skills Matrix will also be updated to maintain an accurate, consistent record of the human resources available to the Company.



Pioneer General Services Pty Ltd

Industrial Relations

Pioneer General Services takes great pride in its harmonious dealings with our employees and the Australian Liquor, Hospitality and Miscellaneous Workers Union. We apply our philosophy of "**Win Win**" to always ensure a fair and equitable outcome to our employees, whilst maintaining a viable economic balance for our company and integrity of service to our clients.

We see our staff as the organisation's greatest resource and the development of this resource is a priority in policy and procedure. The maintenance of cooperative relations with employees, shop stewards, union members and their representatives is pivotal to the reputation and on-going growth of our company, and will be maintained through standards and guidelines for:

i) Prevention

Standards for prevention of industrial action are enacted through the following practices:

- Adherence to state and federal awards, demonstrating consistent compliance with base rates and conditions
- Maintenance of comprehensive superannuation trusts
- Vigilance in establishing functional safe work practices, and the inclusion of occupational health and safety routines in standard induction training programs
- An emphasis on employee education and multi-skilling, supported by regular re-training as part of the ongoing promotion of the use of new skills and technologies.

ii) Resolution

The resolution process is to be focussed on consultation and on the identification and removal of causal factors.

Steps to the resolution of potential demarcation issues include:

- the defining of root issues
- analysis of the potential ramifications on services
- the planning and scheduling of action in pursuit of resolution



Pioneer General Services Pty Ltd

iii) Protection of Services

In the event of an ongoing dispute, our company draws from its resource of causal and supervisory staff to cater for additional work and absentees. All members of our senior management team apply ground-level experience in the handling of industrial activity, and draw on the resources provided by the company.



What We Do -

Quality Maintenance Cleaning – Hospitality, Commercial, & Industrial

Specialised services include:

- Carpet / Upholstery Steam Cleaning
- Public Areas Contract Cleaning for Hotels, Commercial and Industrial Sites.
- Housekeeping Labour
- Kitchen Stewarding Services
- Strata Contract Cleaning
- Builders Initial/Final Cleaning





Pioneer General Services Pty Ltd

Staff Recruitment

As Part of our Total Facilities Management approach we are proud to offer trained labour. Extra staff when you need them. Let us ease the burden of employing casuals. Our staff are inducted and ready to start. Let us handle the wages, superannuation, and all the other hassles of employment.

Builders and Initial Cleaning -

Specialised cleaning crew for cleaning services required after building constructions, renovations or vacated premises.

Graffiti Removal -

Expert operators specialising in graffiti removal combine the right technique, materials and equipment to ensure an effective and individual approach for each job.

Carpet Care -

Quality care is taken in the repair and maintenance of all individual carpets. Cleaning services offered include spot cleaning, stain removal, pile lifting, dry foam cleaning, dry cleaning or warm water steam extraction cleaning. Professional advice on other protective treatments and techniques including Life Cycle Costing and programmed carpet maintenance is available.



Pioneer General Services Pty Ltd

OUR VALUES

Creating the courage to innovate

Encourage proactive, creative thinking from our employees that's driven for mutual success.

Have openness for perspective

Always have in front of mind an understanding of what's most important to our clients is the key to delivering a truly successful outcome.

Integrity and Transparency

Always deliver on our word to build sustainable, long-term relationships with our clients and stakeholders.

Discovery

Have a passion for learning, growth and development which will result in a confident approach and the most progressive of practices.

Safety for well-being

We believe people will give their best performance when exploring their full potential in a secure and healthy environment.

Responsiveness

Being decisive requires the ability to take a leap of faith that's based on experience, skill, common sense and intuition.



Pioneer General Services Pty Ltd

Additional Information

Pioneer General Services Pty Ltd is currently serviced by the following Banks and Insurers.

Trading Name / Address

Office Address:

Pioneer General Services Pty Ltd
Unit 13/56 O'Riordan St
Alexandria NSW 2015
Phone: (02) 8338 0840 Fax: (02) 8338 0890
Email: info@pgsgroup.com.au

Mailing Address:

PO Box 975
Mascot, NSW 1460

Financial Details

Bank:

Commonwealth Bank
Mascot Branch
902 Botany Road,
Mascot NSW 2020

Account Name: Pioneer General Services Pty Ltd
Account Type: Cheque Account
BSB Number: 062 - 200
Account Number: 10310197

Australian Business Register

ABN: 94 151 588 000
ACN: 151 588 000

Our Insurers

Public Liabilities - GIO General Limited (Distributed by AMP)

Policy No: AS00119098
Telephone: 13 10 10
Limit: \$20,000,000

Workers Compensation - GIO General Limited

Policy No: WC495666157
Telephone: 13 10 10



Pioneer General Services Pty Ltd

Major Hotel/Commercial Clients

Vinidex Interlox Pty Ltd

Stryker South Pacific

Pullman Quay Grand Suites

Sebel Surry Hills

Pullman Sydney Hyde Park

Park Royal Parramatta

Mercure Airport Hotel

Tridon Australia

Comfort Inn Motels

The Grace Hotel

Novotel Sydney Parramatta

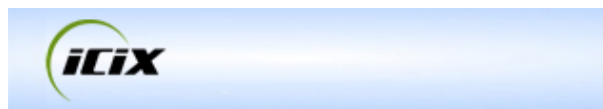
Q Station Manly

Courtyard By Marriott North Ryde

Novotel Central Sydney

Novartis Pharmaceuticals

Sebel Hawkesbury Resort





Pioneer General Services Pty Ltd

Trade References:

1. Company Name **Q Station Manly.**
 Address **1 North Head Scenic Drive, Manly NSW 2095**
 Telephone No. **02 9466 1501** Facsimile No **02 9976 0668**
 Contact Name **Zac Hope**
 Title **General Manager**

 Goods/services supplied in contract
 Housekeeping, Kitchen Stewarding, Public Areas

2. Company Name **The Sebel Resort & Spa Hawkesbury Valley**
 Address **61 Hawkebury Valley Way, Windsor NSW 2756**
 Telephone No. **02 4577 4222** Facsimile No **02 4577 6939**
 Contact Name **David Ross.**
 Title **General Manager**

 Goods/services supplied in contract
 Kitchen & Public Areas, Laundry Attendants,

3. Company Name **Novotel Sydney Parramatta.**
 Address **350 Church St. Parramatta NSW 2150**
 Telephone No. **02 9890 0890** Facsimile No **02 9630 0757**
 Contact Name **Alison Langely**
 Title **Operations Manager**

 Goods/services supplied in contract
 Housekeeping, Full Kitchen Stewarding, Night Public Areas