

COMPANY PROFILE



NATIONWIDE PROPERTY SOLUTIONS

Contents

COMPANY DETAILS	3
SERVICES	4
MANAGEMENT TEAM.....	5
BACKGROUND.....	6
QUALITY MANAGEMENT.....	7
REGISTERED TRAINING ORGANISATION	8
RISK MANAGEMENT	9
OHS POLICY	11
ENVIRONMENTAL POLICY.....	13
REFERENCES.....	14

COMPANY DETAILS

Company Name:	Nationwide Property Solutions PTY LTD
ABN & ACN Numbers:	42 149 190 625 / 149 190 625
Office:	2256 Logan Road, Upper Mount Gravatt Qld 4122
Postal:	PO Box 4374, Gumdale QLD 4154
Contact us:	
Tel:	07 3162 4291
Fax:	07 3161 2975
24 Hour Mobile:	Steve – 0429 802 530
Email:	info@nationwideps.com.au
Managing Director:	Ken Greggery
Mobile	0417 274 270
Email	ken@nationwideps.com.au
Insurances:	Elders Insurance
Liability:	20 million dollars
	Workcover Queensland
Liability:	All employees

SERVICES

We provide the following,

- Carpet steam cleaning
- Executive housekeeping
- Horticulture services
- Floor stripping & re-sealing
- High pressure washing
- Window cleaning
- Germicidal washroom services

Venues include

- Resort and Holiday Apartments
- Cinema Complexes
- Stadiums
- Shopping Centres
- Private schools
- Childcare Centres & Kindergarten Facilities
- Supermarkets & Retail outlets
- Corporate Offices
- Nursing homes & Respite Centres
- Hospitality venues
- Warehouses

MANAGEMENT TEAM

KEN GREGGERY - Managing Director

With over 18 years' experience in the cleaning industry Ken oversees the entire sales, marketing, and development of N.P.S. He has amassed a vast knowledge of the practical realities of Contract Cleaning and is focused on sustainable company growth. Ken is an expert in the all-important quoting process which means that much of his time is spent promoting to new clients and explaining our unique capacity to deliver top level services at a very competitive price.

Peter Summers Business Development Manager

Peter brings over 25 years' experience in various business sectors including Banking and Finance, Engineering Office Management, Small Business Proprietorship as well as extensive Cleaning Franchise experience. With such a diverse commercial background, Peter is able to generate and modernise systems and develop our successful N.P.S programs. He is committed to optimising core strengths, leveraging our unique training advantage and expanding our influence to the Health Services, Education, and Hospitality sectors.

STEVE LENTHALL – Area Manager - Brisbane CBD

Steve covers Brisbane CBD/South. He also is Cleaning Certified and oversees a range of venues, including a prominent CBD shopping mall. He is well rounded in all aspects of cleaning however his cleaning speciality is in Health Services. He has spent a number of years on duties at the Mater Hospital where he gained experience in attending to a wide range of special production needs.

MELISSA EGAN – Business/Quality Manager - Brisbane

Melissa brings over 15 years of experience in the business management industry. She has a focused and dedicated approach looking after and managing the day to day quality processes. With a strong team of administration members and managers under her rein Nationwide Property Solutions has impeccable Quality Assurance Systems in place. Melissa is also the Director of Team Training Australia PTY LTD and she oversees all competencies and training outcomes.

BACKGROUND

Nationwide Property Solutions (N.P.S) began operations with Director Ken Gregger at the helm during the mid 1990's (formally known as QCC) from Mackay, North Queensland and through the practice of delivering consistent service Ken quickly built a healthy prosperous organisation with a reputation for reliability. Soon outgrowing the North Qld market Ken decided that the quickest way to achieve his business goals was to relocate to the larger SE Queensland market. Since 2002 the plan has been to develop the business from a base in SE Qld and to use the same successful service formula

Since relocating to SE Qld, N.P.S has experienced a year on year growth rate of 17% and is committed to sustaining this growth over the South East Queensland region. We have identified innovative ways to better deliver cleaning services and realised many benefits from the skilling up of our workforce. We strategically developed a training division of N.P.S to eventually attain Government Registered Training Organisation (RTO) status, trading by the name of Team Training Australia PTY LTD.

N.P.S and TTA now partner on many projects to deliver a new level of cleaning service. We now enjoy a unique market advantage, one that is not easily reproduced by any other Qld Cleaning Contractor. To maintain and leverage our strengths N.P.S has targeted new markets where we can display:

- Our commitment to quality control through ISO 9001:2000 Certification
- Our investment in our staff with training and development programs
- Our adoption of new technology
- Our ability to deliver incomparable customer satisfaction

Nationwide Property Solutions was founded on good service and to this day continues to be recognised for this personalised service. Our positioning as Specialist Cleaners as well as Specialist Trainers to the industry gives N.P.S a unique winning edge.

QUALITY MANAGEMENT

Nationwide Property Solutions is dedicated to, and has fundamental strategies to following ISO 9001:2008. This standard has been implemented throughout our organisation ensuring accreditation and enhancing customer satisfaction.

The main aspects of our quality control are:

- Our Quality Policy
- Our Quality Plan
- Quality control & inspections
- Document & data control
- Records management
- Job performance
- Safety
- Risk Management
- Cleaners Competency
- Hazard reporting
- Continuous improvement

All staff throughout Nationwide Property Solutions, are trained upon employment of our Quality Management Systems, and the implementation and procedures are standard throughout all aspects of the organisation.

REGISTERED TRAINING ORGANISATION

We are one of only a handful of cleaning companies in Australia who enjoy accreditation as a Registered Training Organisation (RTO) delivering a Certificate II, III in Asset Maintenance (Cleaning Operations) and Certificate IV in Asset Maintenance (Cleaning Management).

To gain this status, we had to formalise our existing training program and undergo a rigorous audit process involving representatives from the State and Federal Governments as well as the New Apprenticeships System.

The end result is that all our staff are now provided with the best industry training available delivering N.P.S a qualified workforce.

At the completion of our in house training program, our staff are awarded Commonwealth Government Recognised PRM30104 Certificate III in Asset Maintenance (Cleaning Operations).

Our staff receive the highest quality in house theoretical and practical training as listed below.

PRMCL33B	Plan for safe & effective cleaning	PRMCL17B	Clean a wet area
PRMCL35B	Maintain a cleaning storage area	PRMCL19B	Remove waste
PRMCL39A	Support leadership in the workplace	PRMCMN20A	Provide effective client service
PRMCMN201A	Participate in workplace safety	HLTFA301B	Apply basic First Aid
PRMCMN301A	Contribute to workplace safety	SITHACS005A	Prepare rooms for guests
PRMCL01B	Maintain a hard floor surface	PRMCL03B	Replace a hard floor finish
PRMCL02B	Restore a hard floor	PRMCL14B	Maintain a `clean room` environment
PRMCL04B	Maintain a carpeted floor	PRMCL20B	Clean using pressure washing
PRMCL09B	Clean a glass surface	PRMCL36B	Clean at high levels
PRMCL15B	Maintain furniture & fittings	HLTIN403B	Implement & monitor Infection control
PRMCL10B	Clean ceiling surfaces & fittings	PRMCC01A	Use hot water extraction
PRMCL37A	Clean external surfaces	HLTIN301A	Comply with infection control policies
PRMCL38A	Clean a food handling area	PRMCC07A	Perform basic stain removal
PRMCMN302A	Respond to client inquiries	PRMCL13B	Clean window coverings
PRMCL16B	Wash furniture & fittings	PRMCL21B	Clean Industrial Machinery



RISK MANAGEMENT

Australian Work Cover Authorities currently use a risk management approach in developing their legislative controls.

This means that:

- they expect us to identify its risks to health and safety (using standard methods),
- they expect us to manage those risks under 'controlled, monitored processes', and finally,
- they expect staff to use this approach to managing all necessary regulatory requirements.

These are the reasons we take **Risk Assessment very seriously**.

Risk management, or risk assessments, are general terms used to describe the process of:

- identifying hazards, problems or likely risks (**HAZARD IDENTIFICATION**)
- identifying the issues, the history, statistics and opinions relating to the problem
- making a decision as to whether the problem is able to be solved, worth solving and the repercussions if the issue/problem remains unsolved (**RISK ASSESSMENT**)
- deciding on the options available and most appropriate actions to be taken
- estimating the likely effectiveness of the actions to estimate whether the problem will be improved or solved
- implementing the control measures to improve the risks (**RISK CONTROL**)
- monitoring the new initiatives to determine their success
- and long term monitoring to make sure problems do not re-appear.

When do we undertake a risk assessment?

It has become the policy of all states in Australia to tackle problems using this risk assessment approach.

It is a requirement to use this method for manual handling, plant and equipment safety, chemicals/hazardous substances, noise and dust monitoring and also an expectation for areas such as new processes and new sites, occupational violence and other risk related areas.

It is important to make sure that persons involved in using the work process methods (work instructions) are part of the risk assessment process.

Who is responsible?

Managers and supervisors, including those with responsibility for planning work, are required to manage the risk assessment process at the workplace in conjunction with Safety Personnel and Operational Staff. It is a requirement of legislation that the risk management process is a consultative one, involving operational staff at appropriate levels.

Regional Managers are responsible for supporting Site Managers including the conducting of safety awareness training and assisting managers with hazard identification, risk assessment and risk control measures.

Parts of our Risk Management processes include the following documents:

- Work method statements
- Job descriptions
- Safety policy
- Safety audits
- Work place safety inspections
- Corrective action reports
- Accident flow charts
- Hazard reporting

OHS POLICY

Nationwide Property Solutions Pty Ltd places the highest priority on providing a safe and healthy working environment.

Health and Safety must be regarded as a prerequisite to every task and every employee has an important duty and responsibility to ensure that their work is carried out safely and efficiently.

SCOPE

This policy applies to all persons on Nationwide Property Solutions workplaces. These include staff, clients, visitors, contractors.

PURPOSE

The purpose of this policy is to provide clear direction as to the organisation's expectations in relation to occupational health and safety. Nationwide Property Solutions' safety objectives are to prevent work related injury and illness with the ultimate objective being the achievement of a workplace free of work related injury and illness. It is Nationwide Property Solutions' belief that no job is too important, and no one too busy to tolerate working in an unsafe manner.

RESPONSIBILITIES

Responsibilities of managers and supervisors:

- Providing and maintaining a workplace that is safe and without risk to health.
- Ensuring that all persons within the manager's area of control, receive adequate instruction, training and supervision to enable them to do their job safely.
- Ensuring that safety procedures are followed, safety equipment is provided and used.
- Ensuring that equipment provided is safe.
- Ensuring that workplace incidents are investigated and action taken to prevent recurrence.

Responsibilities of Employees:

- Taking care for their own and other people's safety.
- Cooperating with managers and supervisors in maintaining a safe workplace.
- Adhering to safety procedures and using safety equipment provided at all times.
- Not placing themselves or people at the workplace at risk.
- Not wilfully or recklessly interfere with or misuse anything provided for health and safety.

POLICY

Nationwide Property Solutions is committed to providing and maintaining a safe and healthy workplace for all staff, clients, visitors and contractors.

To achieve this, Nationwide Property Solutions will;

- Provide adequate ongoing resources to enable this policy to be achieved
- Provide senior management commitment and leadership on OHS
- Integrate health and safety into all planning, business decisions and operations
- Comply with relevant OHS legislation, industry standards and community expectations
- Establish measurable objectives and targets at the national and local levels to enable OHS performance to be monitored
- Undertake consultation and communication with staff whose safety may be affected by changes in the workplace
- Proactively identify and rectify safety hazards and behaviours in order to prevent physical and psychological injuries
- Investigate all injuries and incidents in order to prevent recurrence
- Develop and coordinate a consistent approach to the management of safety across Nationwide Property Solutions operations
- Encourage the reporting of all injuries, incidents, hazards and near misses, with a no blame attitude
- Build Nationwide Property Solutions capacity to manage OHS by increasing the organisation's knowledge, skills, expertise and ability to solve problems
- Expect all persons on Nationwide Property Solutions premises to apply a high standard of care for their own and other people's safety
- Ensure managers and staff are accountable for OHS in their areas of control
- Actively promote values, attitudes and behaviours that will build a strong safety culture
- Recognise and celebrate our OHS achievements
- Support injured workers through best practice rehabilitation and return to work

Authorised by

Kenneth Gregger

Director

ENVIRONMENTAL POLICY

Overview

Nationwide Property Solutions seeks to conduct its business with a commitment to protecting the quality of the environment.

To achieve this policy we are committed to the prevention of pollution and will at all times put in place waste minimisation processes.

Nationwide Property Solutions will strive for continual improvement of its environmental performance through systematic management practice.

Commitment and Communication

Nationwide Property Solutions is committed to;

- Compliance, at a minimum, with local environmental legislation and other guidelines and codes of practice to which the company adheres.
- Set and periodically review environmental objectives and targets.
- Waste and energy minimisation and proper waste handling being considered at all times in existing operations and the planning or purchasing of new plant, equipment, processes or substances.
- Maintaining an environmental reporting system so that management is kept informed of important environmental developments, particularly any serious incidents detrimental to the environment.
- Take into account community concerns on environmental issues.

Objectives and Targets

- To minimise water usage in the workplace by cutting water consumption by 20%
- To minimise electrical power usage in the workplace by turning off lights when night cleaning in areas not being used – target of 10% savings
- To re-use cleaning clothes by collecting clothes previously used in food service areas and re-using them on industrial sites for other less critical cleaning processes
- To collect paper, cardboard, plastic and glass waste for recycling purposes
- To purchase only chemicals that are environmentally friendly (biodegradable) and to encourage our suppliers to provide chemicals only in re-usable containers.

REFERENCES

For a full list of references please contact the office on 1800 650 165. Below are some comments that have been emailed to us.

"Just to let you know that our kitchen and textile rooms are just fantastic. The cleaners have done a beautiful job. Best I have seen since I started here..."

"Hi Ken

Just a quick email to say thank you very much for doing a great job with the cinema cleaning last Tuesday. Our visit with Support Centre went really well. Both (name) and (name) were very happy with the complex cleanliness. The cinemas were very clean and the candy bar floor looked great."

"Thank you for your help on our Twilight Open Evening it was very successful. N.P.S's flexibility was a great help for us in ensuring the School was well presented"

"Some more good news, I am presently in Rooms 71 and 72 welcoming parents and visitors as they move in and out of our textile rooms for Open evening, and I felt that I should let you know how totally impressed all HEC staff are with the cleaning of our facilities."

"The glass louvers have been cleaned thoroughly, the tables and benches are spotless and the floors done daily. They have also done "little extras" in and around as well"

"I have found Nationwide Property Solutions to be professional and very responsive to our needs. The standard of cleaning has been among the best i have experienced in eight years of engaging cleaners for school."