



ClubClean
SERVICES

CLUB CLEAN SERVICES PTY LTD

Company Profile



Dear Sir/Madam,

RE | Club Clean Services Pty Ltd – Company Profile

The information provided by Club Clean Services in the accompanying documentation articulates in much detail our capacity and commitment to carry out the contract requirements.

Club Clean Services has been providing cleaning to the highest possible standard for the past 25 years.

Dealing with Club Clean Service's owner operator you will be guaranteed the most efficient and high-quality cleaning service. Our cleaners are held in high regard in the cleaning industry as is proven by our large list of clients below:

- Bankstown Sports Club
- Bankstown Bowling Club
- Birrong Sports
- Baulkham Hills
- Auburn Tennis Club
- The Acres
- Strathfield Sports Club
- Panania Diggers
- Mortdale RSL
- Regus
- Monkey Mania
- La Salle College
- San Churro
- Seagrass Hospitality Group
- Flinders Centre Bankstown

We are a flexible and solutions driven company, with a committed team working closely and collaboratively with our clients, whilst Brent Raper will coordinate day to day operations, we also have 4 supervisors which will be logistically allocated where needed.

Yours Sincerely,

Brent Raper
Managing Director
0407 653 311
Brent.raper@clubclean.com.au

Content

About Us	4
Company Profile	5
Contract Staffing and Delivery Structure	6
Our Services	8
Our Team	10
Supervision and Audit	11
Induction & Training	12
Communication/Technology	14
Cleaning Equipment & Products	16
Wirrpanda	16
Electrical Tag & Testing	19
Security	19
Personal Protective Equipment	20
Environmental Management Policy Certifications	22
Work Health and Safety	23
Voltagen	24
Club Clean Services Lawn & Garden Maintenance	25

About Us

Company Details

Title of Legal Entity	Club Clean Services Trust
Trading Name <i>(if different from above)</i>	
Address	803, Level 8, 25 Restwell St, Bankstown, NSW, 2200
ABN	66 328 383 712
Public or Private Company	Private

Contact Details

Contact Person	Brent Raper
Position	Director
Mobile	0407 653 311
Email	Brent.raper@clubclean.com.au

Insurance Details

Workers Compensation	Insurer: iCare
	Policy Number: 117814101
	Expiry: 31/10/24
Public Liability	Insurer: Brooklyn Underwriting
	Policy Number: BXLC-LIM-2023-005998
	Expiry: 30/06/24



Click the **Club Clean logo** for more information on the business.

Company Profile

Peter Raper founded the company with his wife Kerrie in 1993. After the formation of the company it was only two weeks before securing their first club and they employed 9 cleaners. They provided the highest quality of work and client relationship which lead them to securing a second club within another month.

From here on in and with hard work, long hours and dedication they were able to build the company, cleaning many clubs in the Sydney area.

Brent Raper began working for his father in 2007 who trained him on the job, from cleaning toilets to supervisor and in all other facets of the cleaning industry. Brent is now the owner operator of Club Clean Services and still adheres to the qualities and standards that have been set over the years of trading.

Club Clean Services employ only the best operators from cleaners to supervisors whilst incorporating the latest and up to date technology into a quality efficient operations schedule that's suited to each individual venue. We have teams of dedicated cleaners appropriately equipped with the right tools, equipment, and products to allow for delivery of service.

Add to this superior supervision which is not only carried out by our trained supervisors, but also by the Director Brent Raper on a daily basis. By carrying out these inspections whilst personally visiting all venues and reporting directly to the client, ensures each venue is up to Club Clean Service's and more importantly, the client's satisfaction.

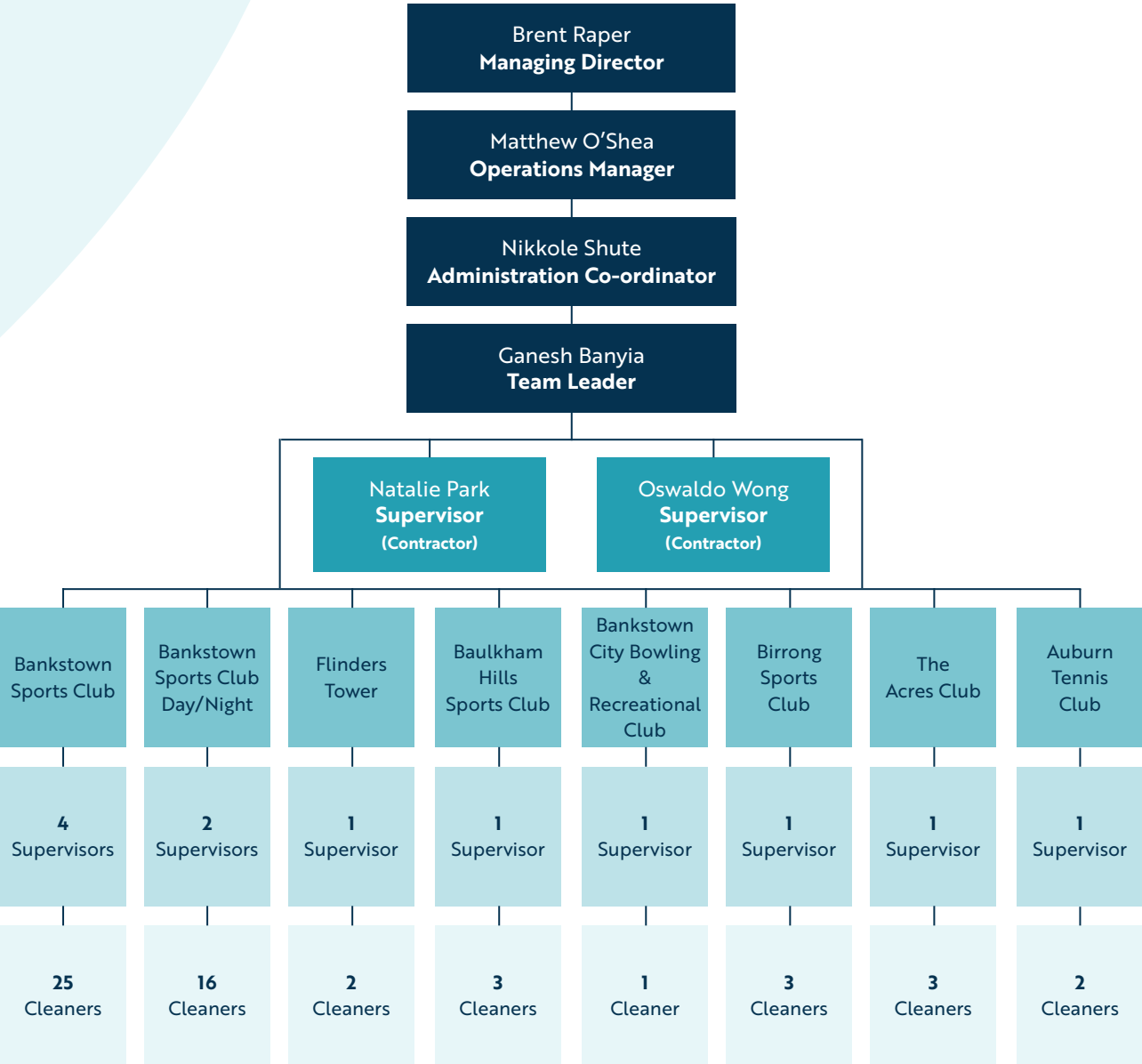
Along the way we have forged enduring relationships with many multi-site clients, and have had contracts renewed year after year, which is a testament to our commitment to quality service and workmanship.

Contract Staffing and Delivery Structure

For Club Clean Services to meet requirements throughout the contract term we have created an organisation structure below to ensure that all needs are met. This Structure provides the right proportion of resourcing and supervision required to deliver consistent quality cleaning outcomes.

Whilst Systems and procedures are very important, people with the right experience that are locally based ensure our teams apply ownership and accountability.

Please see example of our company delivery structure below:



Our Services

24/7 Access to Cleaners

We understand emergencies can arise anytime, which is why we provide 24/7 access to cleaners. Our leading hands are always present onsite at Bankstown Sports Club, ready to respond promptly to any urgent situation.



Lighthouse Technology

Stay connected with our cutting-edge Lighthouse technology. This innovative cleaning software allows you to communicate with our team and track job progress 24/7, ensuring transparency and efficient communication.

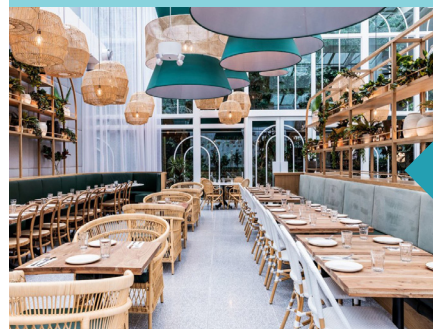
Carpet & Shampoo Services

Our expertise in carpet and fabric care, along with top-notch shampooing services, ensures exceptional results. Our skilled team tailors cleaning methodologies to suit specific soiling and fabric/carpet types. Using state-of-the-art equipment and eco-friendly products, we revitalise your carpets and fabrics, leaving them fresh, vibrant, and inviting.



Emergency Response & Restoration Services

In times of crises like flood damage or emergency spillages, we have you covered. Our emergency response team is trained to handle water extraction, furniture removal, and waste disposal efficiently.



Highest Standard Cleaning

Our services extend to esteemed establishments like Bankstown Sports Club, known for its high standards. With 25 years of experience, we are proud to deliver cleaning services that meet the most demanding requirements.

Leaders in Green Cleaning

As pioneers in eco-friendly practices, we were one of the first cleaning companies to introduce Tersano, a new clean and green technology, to Australia four years ago. From the best cleaning chemicals to the latest green technology, our products are free from toxins, carcinogens, and chemical residue.



Hard Floor Maintenance & Restoration

We are dedicated to delivering impeccable hard floor maintenance and restoration services. Our priority is to uphold hygiene and air quality, ensuring your timber, tile, stone, terrazzo, polished concrete, or vinyl surfaces are expertly maintained, and their pristine condition preserved.



Pressure Washing

Experience the transformative power of our pressure washing service. Our equipment and eco-friendly techniques remove stubborn dirt and grime, leaving your surfaces spotless and refreshed. From driveways to building exteriors, we deliver outstanding results that breathe new life into your space.



Building Maintenance & Facilities Management

Streamline your services with Club Clean Services. Our integrated approach covers cleaning, security, laundry, pest control, towel services, concierge assistance, waste, and consumables management. Through our Integrated Soft Services Facilities Management solution, enjoy seamless and transparent management for hassle-free operations.



Waste Management Solutions

At Club Clean Services, we are committed to sustainable waste management solutions. Our data-driven strategies aim to achieve ever-higher diversion rates, mitigating and diverting waste at every step.

Washroom Services

Discover a full range of washroom consumables, including 100% recycled hand towel and toilet paper, sanitising sprays, and toilet seat covers. Our competitive pricing ensures you receive real value for money.



Window & High Access Cleaning

Experience unmatched clarity with our partners' high-level window cleaning services. Whether internal or external, your premises will shine brilliantly from every angle, their pristine condition preserved.



Our Team

Our Team is Everything – without them, we cannot deliver the outstanding service that we pride ourselves on.

All Club Clean Services cleaners undergo a rigorous training and selection process to ensure they can provide the high standard of professionalism and service expected at all sites.

This ensures that only highly qualified and skilled staff are provided on site and we maintain a consistent site management team dealing with Director Brent Raper who is on site each day and contactable 24/7. Our high work standards and strong company ethics ensure customer satisfaction is second to none.



Brent Raper CEO

Brent Raper worked alongside his Father, Peter Raper for 9 years before purchasing and taking over their family owned business Club Clean Services in 2016. Brent has continued to improve the business by re-branding, updating uniforms, technology, introducing up-to-date policies and procedures, and creating their very own website.

Brent is a very proud business owner and is excited to have started his own family with his partner Nikkole, the couple welcomed their first baby boy in June. Brent is a keen Sportsman, following Rugby League (Bulldogs), Golf, and Horse racing.

Brent has decided to employ an Area Manager to ensure that he can continue to meet your company's expectations whilst servicing his clients to the best of his ability.

Supervision and Audit

Club Clean Services will conduct weekly inspections as noted below, this will ensure operational excellence in our day to day delivery of cleaning tasks. Any cleaning and/or safety issues noted during inspections will be instantly sent as a work order straight to the cleaners onsite, Our clients will also receive a copy of each work order sent via Lighthouse.io

We will conduct the following inspections:

- **Weekly inspection and audit of safety and quality standards**



Induction and Training

By regular reviews with management & WH&S Representatives, we ensure that all training on Induction and Workplace Health and Safety is happening and that Club Clean Services Pty Ltd is providing safe equipment, competent supervision, instructions and training, safe working system.

At all times, in accordance with the Workplace Health & Safety Act 2000, and associated Regulations we:

- Ensure all new employees are inducted/trained as required in relation to the duties to be performed, including WH&S.
- Ensure all daily duties are performed in a safe manner to which the job is to be carried out as per WH&S Methods.
- Warn employees of any work hazards.
- Supervise employees adequately to ensure your instructions and warnings given are properly understood.
- Report and rectify any faulty/unsafe equipment.
- Segregate damaged/faulty/unsafe equipment, chemicals, and materials. Where required for immediate safety or ongoing investigation; tag, lock up or tape off access to or use of the substance, equipment or work area.
- Ensure Incident/Accident Reports and investigations are carried out in accordance with Incident and Accident Report Methods are investigated, are reported verbally (immediate) and on paper, and that any corrective measures required are carried out.
- Every person, no matter what their role, or how junior or senior they are in Club Clean Services Pty Ltd, MUST have some responsibilities and obligations in regard to WHS.
- Job descriptions must identify the necessary competencies for a person to do their job. This proves that they are capable of doing the work without injuring themselves or others.
- If a person holds a management position, the job description should identify their legal and regulatory responsibilities and liabilities in relation to WHS.
- It is important for Club Clean Services Pty Ltd that everyone signs off on (also dates) their job description; otherwise there is no liability for them to meet those responsibilities. The relevant Manager/Supervisor should also sign off on the job description.
- Employees are entitled to a copy of the signed job description. A copy should also be kept in their employee file.
- By regular reviews with management & WH&S Representatives, we ensure that all training on Induction and Workplace Health and Safety is happening and that Club Clean Services Pty Ltd is providing safe equipment, competent supervision, instructions and training, safe working system. Club Clean have added a specifically designed Induction template which all contractors and employees must do to work onsite at each venue. You can find this info on page 26-29 LINKSAFE.

Workplace Induction Checklist

Worker's Name	Position / Job Title
Employment Start Date	Supervisor / Manager

Explain to new employees about...

Introduction

- ☐ The industry, nature and structure of your business
- ☐ Roles of key people in your business
- ☐ Job, tasks and responsibilities

Job Introduction

- ☐ Demonstrate to the worker how to do the job safely
- ☐ Provide required information and supervision
- ☐ Introduce other employees and the supervisor
- ☐ Introduce the first aid officer and show location of first aid supplies
- ☐ Explain and demonstrate emergency methods
- ☐ Show location of exits and equipment
- ☐ Show the work area, toilet, drinking water and eating facilities
- ☐ Show how to safely use, store and maintain tools, machinery and hazardous substances
- ☐ Show where to make phone calls and collect messages

Employment conditions

- ☐ Work times and meal breaks
- ☐ Rates of pay and how payment is made
- ☐ Superannuation and other deductions
- ☐ Leave entitlements
- ☐ Notification of sick leave or absences

Health and Safety

- ☐ Health and safety policy and safe work methods (provide a copy)
- ☐ Roles and responsibilities of people in the workplace eg. Health and safety representatives
- ☐ Hazards in the workplace and how they are controlled
- ☐ How to report health and safety issues (including forms)
- ☐ How they will be kept informed about health and safety issues
- ☐ Workers compensation claims (including showing where forms are)

Other requirements

- ☐ Quality methods
- ☐ Security issues
- ☐ Hygiene methods and facilities

Conducted by	Date / /
Signature	Employee's signature

Our Business + The Right Tools = Superior Customer Service

By using an industry-specific workforce management system from TEAM Software to run our business, we can focus on providing the best service possible. We improve our service delivery and reduce your costs through complete visibility of our team, operational efficiency, mobile forms and workflows, and powerful reports.

How it works.

Lighthouse, our cloud-based web and mobile solution, is built specifically for janitorial contractors. That means we have a technology platform tailored to the services we provide and the service you expect. Our dedicated mobile app uses inputs like location and sensor data to trigger content and workflows to our cleaners, at exactly the right time and place. The data generated by the mobile app is translated into powerful reports that help us optimize our janitorial workforce.

How that benefits you.



Full visibility.

We monitor our janitorial workforce in real time with continuous live tracking and checkpoints.

- Group and individual messages keep us in contact with our cleaners at your sites.
- Daily audit and inspection reports can be customized and delivered to your inbox.
- We can verify past service with back-in-time maps and location history audits to



Ease of use.

We can easily monitor the quality of services being delivered by our cleaners.

- A simple mobile app enables easier capture of cleaning details and daily tasks which we report to you along with photos, notes, signatures and more.
- A live location dashboard alerts us if a cleaner isn't on-site as scheduled.
- Mobile alerts notify us of emergencies and service failures and in real time.



Peace of mind.

Our verified and transparent records allow us to improve safety and reduce risk.

- Our flexible mobile reporting saves our cleaners and managers time while in the field.
- Receive automated email notifications for inspection reports or other activity based on your preferences.
- Dashboards, automated performance reports and data exports allow us to monitor performance over time and by location.

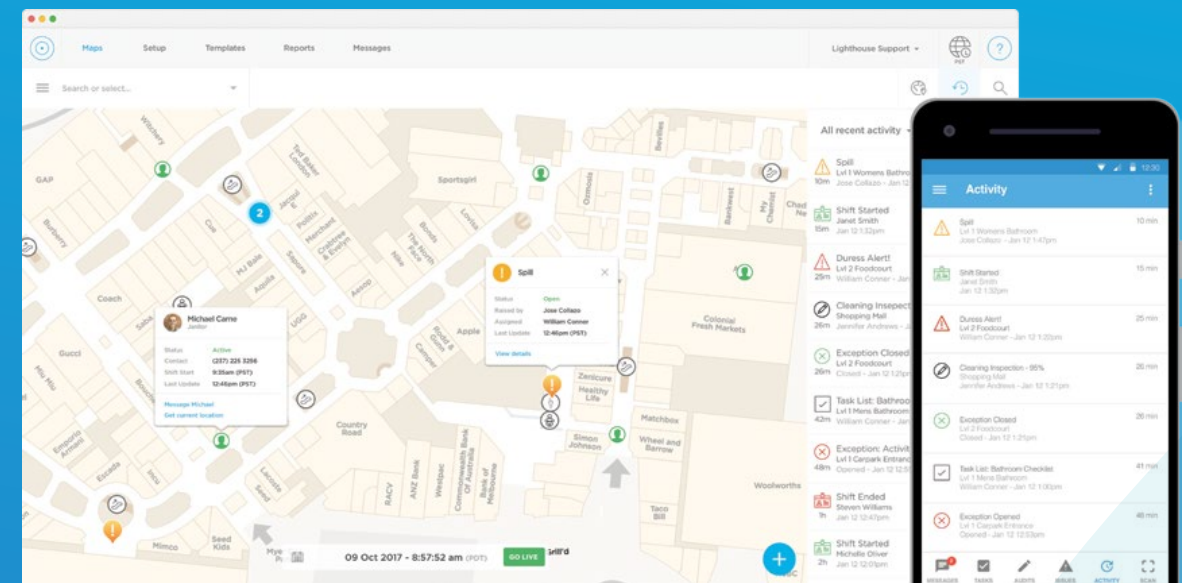


Click the image above for more information



The only way to manage your cleaning workforce

One platform to view, manage and automate your entire cleaning operations.



Mobile-first cleaning management

- Ensure your people are on site and providing the best service possible
- Mitigate risk and manage slip & fall claims
- Eliminate paper records and manual reporting
- Improve customer satisfaction with increased transparency and automated alerts
- Seamless integration with WinTeam: employees, jobs, and clock in/out integration



Real-time positioning and live maps
Continuous indoor and outdoor tracking of workers



Mobile forms and reports
Capture activity, report issues and conduct quality inspections via simple mobile forms



Scheduled activity & exception alerts
Automatic notifications for overdue service loops and missed tasks



Messages & notifications
Group and individual messaging and notifications for improved communication



Analytics dashboard and reports
Dashboards, automated daily reports and on-demand data exports

Cleaning Equipment and Products

Club Clean Services use several different suppliers to purchase the newest and best cleaning equipment and cleaning products on the market. These suppliers provide all that is needed for day to day cleaning from mop and buckets to car park sweepers. With more than 25 year’s experience between them their level of expertise is unparalleled in the cleaning industry.

Suppliers

- Wirrpanda (Supplies)
- Club Co (Chemicals)
- Masters Australia (Scrubbers/sweepers/shampoo)
- Clearview (Standard cleaning equipment)

Club Clean Services can provide the following equipment onsite, all equipment will be tagged and labelled as CCS Property.

Wirrpanda

We are proud to support Indigenous communities in Australia through our partnership with Wirrpanda Supplies. Led by former AFL player David Wirrpanda, Wirrpanda Supplies is dedicated to investing in a sustainable future for Indigenous peoples. With a focus on empowering communities, contributing to the Waalitj Foundation, and delivering environmentally preferable cleaning solutions, our collaboration goes beyond cleaning – it’s about making a positive impact on society. Choose Club Clean Services and be a part of a mission that fosters positive change for Indigenous Australia.



	Dusters		Mop buckets
	Sabo Micro Fibre Cloths: General Cleaning Kitchen Cleaning Restroom Cleaning		Microfibre Mop & Flat Head Mop
	Cleaners Trolley's		Tersano Unit
	Provac Vacuum		SPIT walk behind leaf sweeper
	Hurricane Cordless Wet/ floor Sign and fan		Tennant upright vacuum V-WA 66
	Duplex Floor Scrubber 420		Tennant T5E
	Tennat M30 Car Park Sweeper		Tenant T2



Electrical Tag and Testing

Australian workplace health and safety are notoriously strict, and auditors can impose hefty fines for every violation they find. It is our job to make sure the test and tagging is done to standard, at the right intervals so that we would pass even the harshest audit.

We have certified contractors who regularly conduct audits on all our electronic equipment. The tags are passed and dated for the safety of not only CCS employees but all our client's employees.

Contractors

- Elias Technical Services PTY LTD
- Kirstin Raymond
- Ramon Yokhanis Rab

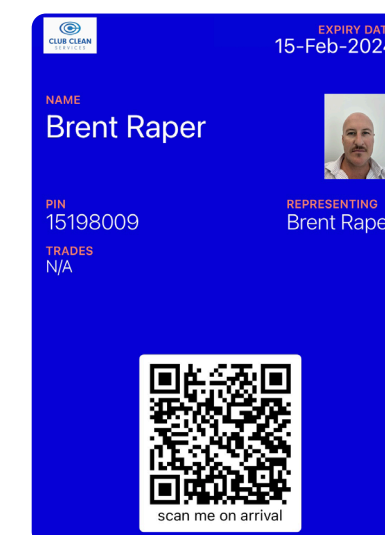
License number: MVTC151792
License number UEENEEPOO8B
License number TTC872

Security

Staff identification cards are becoming an important requirement in the majority of workplaces. ID cards provide details such as Name, job title and include photo ID. They provide easy identification of cleaners to staff and management.

Identification cards increase security at your site by positively identifying CCS staff. ID cards control who enters each venue and ensures a safe working environment. It is imperative that cleaners wear these ID cards at all times.

Identification Cards



Personal Protective Equipment

Method

Work may be subject to heat, solar radiation, dust, noise, and, in many operations, specific dangers to hands, feet and the head exist.

Legislation, Codes of Practice and Standards cover the basic requirement for protective equipment, but in the interests of health and safety, these requirements may be exceeded for specific purposes.

Strategy

Personal protective clothing and equipment shall be worn and used by all employees, sub- contractors and visitors in accordance with the rules prescribed. Adherence to these rules is a condition of employment with Club Clean Services Pty Ltd.

Employees shall be subject to normal disciplinary Methods should they :

- Fail to correctly use such personal protective clothing and equipment as required.
- Misuse or damage any equipment provided.
- Fail to comply with instructions given by Club Clean Services Pty Ltd.

Where it is not practicable to avoid the presence of hazards, Club Clean Services Pty Ltd will provide necessary protective clothing and equipment to protect employees and visitors against those hazards.

Sub-contractors shall supply their own protective equipment.

Implementation

Personal protective equipment for use by employees shall only be of an approved type. All equipment shall have the registered mark of the Australian Standards (AS) displayed, or be otherwise approved by the recognised National Code of Practice for that equipment. The provision of personal protective equipment should always be considered as a last resort, when engineering or work Methods cannot remove a hazard. When protective equipment is required, every effort should be made to ensure that it is as comfortable to use as possible. Considerations shall be given to materials as well as design to achieve the light, cool result suited to the conditions.

No person shall receive dispensation from wearing the required equipment without a sound medical reason, supported by periodic doctor's medical certificates. Where possible and practicable, the person receiving medical exception should be removed from this role.

For details of particular personal protective equipment refer to the safe operating Methods, documented risk assessment or material safety data sheet.



Personal Protective Equipment Checklist	N/A	Yes	No
Does the Personal Protection Equipment fit properly?			
Is the PPE the wrong type for the specific task? (Shoes that don't have a non-slip sole.)			
Has the worker been sufficiently trained in the correct use of the PPE?			
Is the PPE maintained regularly?			
Is the PPE cleaned correctly?			
Is disposable PPE being reused?			
Are supervisors enforcing the use of PPE?			



Environmental Management Policy

Club Clean Services value the natural environment, and is committed to minimising adverse impacts through the consistent implementation of an effective environmental management system.

We make the following commitments:

- Integrate environmental management into business planning, strategy development and operational delivery;
- Continually improve the environment management system to enhance performance;
- Establish environmental objectives/targets and communicate performance regularly to engage our employees and other stakeholders;
- Comply with relevant legal obligations, standards, customer requirements, and other applicable requirements;
- Continually improve operational resource use efficiency and take all reasonable and practicable steps to prevent adverse environmental impacts, including pollution;
- Promote a culture of shared responsibility for environmental management and protection;
- Enhance the awareness, knowledge and skills of employees, contractors and suppliers in relation to environmental management;
- We will continue to minimise the generation of wastes from all our activities and operations, and to recover resources within all waste streams for recycling and reuse.
- Investigating environmental incidents and communicating action taken or required to prevent recurrence;
- We will continue to promote and pursue a holistic approach to the design, delivery and operation of green buildings; and
- Work with business partners, the local community, regulators and other stakeholders to understand their perspective and achieve improved environmental outcomes.

This policy is reviewed by the Managing Director during annual management review meetings and is communicated to all staff as part of their company induction. A copy of the policy is available to interested parties upon request.



Brent Raper
Managing Director
0407 653 311
Brent.raper@clubclean.com.au

Work Health & Safety (WHS)

Club Clean Services Pty Ltd is committed to ensuring the health, safety and welfare of all persons. It is the policy of this Company to give the highest priority to the protection and safety of its employees, retailers, visitors and contractors.

In order to achieve this objective, Club Clean Services Pty Ltd has a place an Workplace Health, Safety & Injury Management System.

- This system seeks to ensure Compliance with relevant legislative requirements, regulations, codes of practice
- Setting of best practice standards
- Cost effective management of work systems in the organization.

In implementing this Policy and the System, Club Clean Services Pty Ltd will:

- Provide information, training & supervision to all its employees
- Identify hazards & risks in the workplace
- Develop and implement safe work Methods
- Communicate this policy to all employees
- Increase WHS awareness amongst Club Clean Services Pty Ltd employees
- Have in place a rehabilitation program for injured workers.
- Provide information, training & supervision to all its employees
- Identify hazards & risks in the workplace
- Develop and implement safe work Methods
- Communicate this policy to all employees
- Increase WHS awareness amongst Club Clean Services Pty Ltd employees
- Have in place a rehabilitation program for injured workers.



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Voltagen Pty Ltd

Club Clean Services is pleased to announce a partnership company called Voltagen Pty Ltd. Voltagen is an electrical company that provides a wide variety of electrical services that includes industrial upgrading of LED lighting (subsidised by the government), upscale residential works, strata and property management works, building maintenance and commercial fit outs and we also do test and tagging for plant and machinery equipment. Please contact us for all your electrical needs.



VOLTAGEN
PTY LTD

Click the **Voltagen** logo for
more information on the business.



ClubClean
SERVICES
LAWN & GARDEN MAINTENANCE

Club Clean Services Lawn & Garden Maintenance

Club Clean Services now offers professional lawn and garden maintenance as well as its award-winning cleaning service. We are dedicated to providing top-notch services to keep your outdoor or indoor space looking beautiful and well-maintained. Our team of skilled professionals is equipped with the latest tools and techniques to handle all your lawn and garden needs, from mowing and trimming to fertilizing and plant maintenance. We take pride in our attention to detail and commitment to customer satisfaction, and we strive to exceed your expectations with every visit. Let us help you create the perfect outdoor oasis for your business.



Streamlined Compliance Solutions, 24/7



Contractor Management



Site Management



Induction Management



Visitor Management



Credential Management



Incident and Hazard Reporting



LinkSafe Legal



The LinkSafe Difference

You can't buy an off-the-shelf solution and assume it will be all ok; if there was, we'd be out of business. You need to tailor it to your needs. That's where LinkSafe rises to the challenge.

Our discovery meetings will uncover specific challenges you are having and we will create the right set of solutions to manage your contractor risk and governance requirements.

Designing a Tailored Solution

At LinkSafe, we've established our reputation by working closely with our clients to understand the very core of what their specific needs and challenges are – not coming in straight away with a list of software packages and a pricing list.

Whether your challenge is mitigating risk exposure, automating processes, streamlining your onboarding process and inductions, capturing and recording all visitor information across multiple

Listen to clients

Instead of a salesperson telling you why you need us, we let you do the talking. We conduct a comprehensive conversation to uncover your core needs, management challenges and the goals you are working towards as well as any legal and safety operational concerns you have.

Discovery session

In our complimentary 60 minute discovery session, you will get an up-close look at how the LinkSafe system works, how it can assist you to meet your compliance obligations and how it has helped our previous clients within your industry. Through this discovery session we also get to clearly understand your needs to ensure the solution provides you with the protection you need.

Personalised solutions

From understanding your exact needs, we will then recommend and discuss the solutions you require and how we can tailor them towards how your business and staff operate.

Customised setup

While working with you, our in-house team will design and create your custom software solution, ensuring that it will integrate with your current systems, accurately reflect your business's branding, is user-friendly and much more.

Not sure where to start? We can also provide you with your contractor management system content, prepared by the best contractor safety management legal expert in the country. This gives you a legally informed solution – all without the need to recreate what is already proven.

Training & support

Once your custom solution is created, we won't abandon you as soon as the invoice comes through. We'll provide the training needed to ensure your staff and required individuals can easily use the system, and provide an account manager who will offer continued support.

Through the LinkSafe Legal Module - you will also have access to ongoing legal and safety advice to clarify any issues. We will be there to support you when you need it most.

Reviews & maintenance

We pride ourselves on creating long-term partnerships with our clients rather than seeing them as just another number in our account book. This is why the LinkSafe team will continually review your situation to identify any potential areas for improvement, all while providing regular maintenance to ensure everything is running smoothly and efficiently.


With the addition of the LinkSafe Legal Module - We ensure that the content we supply is regularly updated to reflect changes to legislation, new and emerging risks and changing workplace conditions (Think COVID-19!)




Solutions

Contractor Management


We understand that when it comes to managing compliance and regulations, each industry is worlds apart. With our contractor management system, we offer a close and personalised approach for keeping track – not a one size fits all solution.




Eliminate compliance paperwork
Eliminate compliance paperwork with an easy-to-use automated system.



All your data in one place
Quickly access and retrieve documents, licences, insurance and credentials – all from one place and automated.




Contractor portal
Manage your contractors easily through your own contractor portal.




No more compliance headaches
Peace of mind knowing that each contractor entering your site is 100% compliant.

Induction Management


We create personalised online induction software that is fully designed to automate your induction process, eliminate manual data entry, monitor compliance and much more. It's also fully customisable and tailored to your business.




Streamlined induction process
Ensure consistency across all inductions and speed up processing times.




100% online inductions
Access inductions online from anywhere using any computer or smart device.




Designed for usability
An Induction Management system that is almost too easy to use.



Custom design interface
A design interface customised to reflect your brand and style.




Account management
We'll take care of everything by providing you with a dedicated account manager.




Credential Management


When it comes to keeping track of compliance, we understand it can be a real nightmare, especially when each organisation has their own specific requirements to manage. With our credential management software, you can ensure each individual on-site is licenced to be there.




All credential information in one place
Access up-to-date credential information on the fly from any smart device.



Say goodbye to calendar tracking
Never miss a critical expiry date with automated alerts via email.



Keep on top of compliance
Peace of mind knowing you can prove each person on-site has the required and up-to-date credentials.




Secure and protected data
We ensure that your sensitive data is always stored securely and protected.


Visit linksafe.com.au to find out more about the solutions we offer

Vaccine Management


Many companies are now lawfully implementing a mandatory COVID-19 vaccination policy as a condition of entry for their staff, contractors, and other individuals who may need to attend site. LinkSafe's Vaccine Management platform is an extension of our Credential Management Tool.




Make it mandatory to upload proof of vaccination – for COVID-19 or others
Require individuals to upload a digital COVID-19 certificate to be able to ensure they are compliant when arriving on-site.



Differentiate between those that may or may not require it
Depending on an inductees trade type, may depend on their risk and requirement to have certain vaccinations. We can make it mandatory or optional, depending on your preferences.



Ensuring peace of mind
If it's a policy of your organisation, make it a condition of entry and easily manage various vaccination records within the one database.




Secure and protected data
We ensure that your sensitive data is always stored securely and protected.

Site Management


Don't want to find yourself in the middle of a compliance breach mess due to the sheer amount of people coming in and out of your sites? Well, avoid the situation completely with our site management software.




Easily manage multiple locations
Instantly see who's on-site, where they're working and how long they've been there.



Upload and approve documentation quickly
Speed up processing times by quickly uploading required permits on the go.




Easy QR code sign-in
Individuals can simply scan the QR code and our system checks everything is valid for contactless sign-in.




Quick and easy spot checks
Easily spot check contractors on-site to ensure all your compliance requirements are met.

Visitor Management


We create tailored visitor management software that is fully designed to automate your visitor sign-in process and make it contactless using QR codes. We also design a sleek app to reflect your branding and provide a great user experience.




Pre-booked visitors
Easily pre-book your visitors to speed up the sign-in process.



Contactless sign-in
Contactless QR code sign-in, ideal for pandemics or infection control.



Arrival notifications
Receive an instant alert via sms and/or email as soon as visitors arrive.



Personalised app
We'll create your own personalised visitor management app.



ISO Certified: Quality Management System Requirements



Club Clean Services Pty Ltd
Best Practice Certification Pty Ltd has assessed the above company as complying with the following management system standard requirements at the address shown.

Standard:	ISO 9001:2015 Quality Management System Requirements		
Scope of Certification:	Provision of cleaning services to commercial, industrial and education facilities		
Head Office Address:	Office 803, 8/25 Restwell Street, Bankstown NSW 2200, Australia		
Initial Certification Date:	02/07/2020		
Issue Date:	Expiry Date:	Certificate Number:	
04/07/2023	02/07/2026*	30605859747Q	



CERTIFICATION APPROVED:
Barry Fairman
Barry Fairman
Certification Manager
Best Practice Certification Pty Ltd



a» 83 Mount Street,
North Sydney NSW 2060
Australia
p» 1300 402 602
w» <https://bestpracticecertification.com.au>

* Subject to regular surveillance assessments

ISO 9001

We're pleased to announce that Club Clean Services has been officially certified to ISO 9001, a Quality Management System, thanks to Best Practice Certification. What this means is, we've taken several steps to improve our operations and optimise the way we move into the future. ISO 9001 Certification is internationally-recognised and is only found in highly efficient organisations that commit to continual improvement and consistently providing products and services that meet our customers expectation. We look forward to moving into the future in a more efficient, professional and friendly manner, serving more customers with a product that will continue to increase in its quality.

ISO Certified: Environmental Management System Requirements



Club Clean Services Pty Ltd
Best Practice Certification Pty Ltd has assessed the above company as complying with the following management system standard requirements at the address shown.

Standard:	ISO 14001:2015 Environmental Management System Requirements		
Scope of Certification:	Provision of cleaning services to commercial, industrial and education facilities		
Head Office Address:	Office 803, 8/25 Restwell Street, Bankstown NSW 2200, Australia		
Initial Certification Date:	02/07/2020		
Issue Date:	Expiry Date:	Certificate Number:	
04/07/2023	02/07/2026*	30605859747E	



CERTIFICATION APPROVED:
Barry Fairman
Barry Fairman
Certification Manager
Best Practice Certification Pty Ltd



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North Sydney NSW 2060
Australia
p» 1300 402 602
w» <https://bestpracticecertification.com.au>

* Subject to regular surveillance assessments

ISO 14001

Club Clean Services is excited to announce that it has received ISO 14001 Certification. ISO 14001 is an international standard that organisations receive if they have made improvements to their environmental standards, whilst keeping the quality of the final service or product of a high standard. Quite simply, it means that as a business we are committed to minimising our environmental impact; and now we've got the certification to prove it. Thank you to Best Practice Certification for certifying us, and for all the support in the process.

ISO Certified: OH&S Management System Requirements



Club Clean Services Pty Ltd

Best Practice Certification Pty Ltd has assessed the above company as complying with the following management system standard requirements at the address shown.

Standard:	ISO 45001:2018 Safety Management System Requirements		
Scope of Certification:	Provision of cleaning services to commercial, industrial and education facilities		
Head Office Address:	Office 803, 8/25 Restwell Street, Bankstown NSW 2200, Australia		
Initial Certification Date:	02/07/2020		
Issue Date:	Expiry Date:	Certificate Number:	
04/07/2023	02/07/2026*	306058597475	



CERTIFICATION APPROVED:

Barry Fairman

Barry Fairman
Certification Manager
Best Practice Certification Pty Ltd



WWW.JAS-ANZ.ORG/REGISTER



a» 83 Mount Street,
North Sydney NSW 2060
Australia
p» 1300 402 602
w» <https://bestpracticecertification.com.au>

* Subject to regular surveillance assessments

ISO 45001

Club Clean Services is pleased to announce that it has received ISO 45001 certification. ISO 45001 is an international standard that organizations receive when they develop efficient safety systems, while keeping the standard of the final service of a high standard. This means that atop our list of priorities as we a business is a commitment to preventing workplace injury and illness; and now we've got the certification to prove it. Thank you to Best Practice Certification for certifying us, and for all the support in the process.it. Thank you to Best Practice.

BSCCA Membership



NEW SOUTH WALES DIVISION

certifies that

Club Clean Services Pty Ltd

is a

CLEANING MEMBERSHIP – CATEGORY 3

valid to

31 MARCH 2024

DEBBIE DELIMITROS
NATIONAL & NSW
PRESIDENT

KIM PUXTY
CHIEF EXECUTIVE OFFICER

THIS IS NOT A SECURITY MEMBERSHIP

www.bscaa.com



Certificate of Currency

PUBLIC AND PRODUCTS LIABILITY POLICY

INSURED: Club Clean Services Trust
BUSINESS ACTIVITY: Commercial Cleaning Services
POLICY NUMBER: BXLC-LIM-2023-005998
PERIOD OF INSURANCE: 30/06/23 to 30/06/24 At 4pm Local Time
LIMIT OF INDEMNITY:

	Limit	Excess
Public Liability	\$20,000,000 any one occurrence	\$2,500 each and every Claim (inclusive of costs and expenses)
Products Liability	\$20,000,000 any one occurrence and in the aggregate for all Injury or Damage occurring during the Period of Insurance	\$2,500 each and every Claim (inclusive of costs and expenses)
Special Excess	\$10,000 with respect of claims during operational hours to labour hire, contractors and/or subcontractors \$25,000 with respect to injuries	

INSURER: XL Insurance Company SE, Australia branch (ABN 36 083 570 441), trading as Brooklyn Underwriting

Signed for and on behalf of XL Insurance Company SE, Australia branch (ABN 36 083 570 441), trading as Brooklyn Underwriting:

Catherine Carlyon
For and on behalf of XL Insurance Company SE, Australia branch (ABN 36 083 570 441), trading as Brooklyn Underwriting

Signed at: Sydney, Australia on 13/07/23

PRIVACY COLLECTION STATEMENT

We are committed to safeguarding and protecting your privacy. We are bound by the provisions of the *Privacy Act 1988* (Cth) which sets out the standards to meet in the collection, use and disclosure of personal information. We will only collect personal information from you to allow us to quote on and insure your risks and matters incidental thereto, including investigating, processing and managing claims.

We may provide your personal information to others, such as our related bodies corporate, other insurers or our reinsurers, claims investigators, lawyers and other professionals, and government bodies. Some of these recipients may be outside of Australia, such as to Europe, the United Kingdom, India, Poland and the United States. Any disclosure outside Australia will be in compliance with the Privacy Act. We will not under any circumstances trade, rent

T: +61 2 8270 1790
F: +61 2 9252 2538
W: brooklynunderwriting.com.au

XL Insurance Company SE, Australia branch (ABN 36 083 570 441), trading as Brooklyn Underwriting

Angel Place, Level 28
123 Pitt Street
Sydney NSW 2000



or sell your information.

If you do not provide us with complete, accurate and up-to-date information, we cannot properly quote for your insurance and we cannot insure you. If you provide us with personal information about anyone else, we will rely on you to have told them that you will provide their information to us, to whom we may provide it, the purposes for which we will use it and that they can access it. If the information is sensitive, we rely on you to have obtained their consent on these matters.

If you wish to access or correct your personal information, or wish to raise any concerns as to how we handle your personal information, please write to:

The Privacy Officer
Brooklyn Underwriting
Level 28, Angel Place
123 Pitt Street
Sydney NSW 2000
E: privacyaustralia@axaxl.com

For further details on how we manage your information, please see our Privacy Policy on our website: <http://www.brooklynunderwriting.com.au/>.

Brooklyn Underwriting is part of AXA XL, a division of AXA. If you require further information about how we deal with your personal information under European Economic Area (EEA) data protection laws, please refer to the AXA XL European Privacy Notice at <https://axaxl.com/privacy-notice> or contact the Privacy Officer using the contact details above.

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XL Insurance Company SE, Australia branch (ABN 36 083 570 441), trading as Brooklyn Underwriting

Angel Place, Level 28
123 Pitt Street
Sydney NSW 2000

Workers Compensation

icare™

Workers Insurance

Certificate
of currency

002234 - 2116 EMAIL
Brent Raper
CLUB CLEAN SERVICES PTY LTD ATF Club Clean Serv
ices Trust
803 level 8
25 Restwell Street
BANKSTOWN NSW 2200

Issue date:
13/09/2023

Statement of coverage

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

Employer name:	Policy number:	Valid:
CLUB CLEAN SERVICES PTY LTD ATF Club Clean Services Trust	117814101	31/10/2023 - 31/10/2024
Business name:	Trust ABN:	Trustee ABN:
	66 328 383 712	39 122 621 710
		122 621 710

Industry classification number (WIC) ³	Number of workers ¹	Wages/units ²
786610 Cleaning Services (Non NSW Government Contract)	6	\$312,226.57

1. Number of workers includes contractors/deemed workers

2. Total wages/units estimated for the current period

3. The policy covers all workers employed by the entity named on this certificate in the course of its primary business activity or any other activities ancillary to its primary business activity as required.

Important information

Principals relying on this certificate should ensure it is accompanied by a statement under section 175B of the *Workers Compensation Act 1987 (NSW)*. Principals should also check and satisfy themselves that the information is correct and ensure that the proper workers compensation insurance is in place, i.e. 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.

Yours faithfully,



Peter Meighan
Underwriting Operations Manager
icare Workers Insurance

icare™ is the brand of Insurance & Care NSW and acts for the Workers Compensation Nominal Insurer ABN 83 564 379 108

1 of 1

Contact

0407 653 311
brent.raper@clubclean.com.au
clubclean.com.au

36 Company Profile | Club Clean Services Pty Ltd
PRIVATE AND CONFIDENTIAL