



About us

Our company overview
September 2022



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Acknowledgement to Country

Pickwick 1A acknowledges Aboriginal and Torres Strait Islander people as the Traditional Owners of Australia and their connection to land and community.

We pay our respects to all Elders, past, present, and emerging.

Introduction

About us – Pickwick 1A

Pickwick 1A Facilities Services Pty Ltd (Pickwick 1A) was established in 2017 to address the disadvantage of First Nations Australian people (First Nation) through economic participation, providing a primary mechanism to improve life experiences and a better future for Aboriginal and/or Torres Strait Islander people. Pickwick 1A is proud to be a majority owned and managed Indigenous business that provides facilities services and recruitment throughout Australia.

Pickwick 1A is a Supply Nation certified majority Indigenous owned business (51%).

“The 1A stands for both First Australians and the highest of standards...”

Pickwick 1A is currently a Joint Venture company with our 49% owner and partner company, Pickwick Group Pty Ltd. Pickwick Group is supporting Pickwick 1A operationally and financially, as we grow and develop into a stand-alone organisation.

Through this Joint venture, in return, Pickwick 1A will guide, mentor and support Pickwick Group through its Reconciliation journey, establishing Local Elder groups, Cultural and Spiritual connections for all sites we are located, in efforts to “Close the Gap” on economic participation, equal employment and training opportunities for First Nation peoples, creating a new force in the Australian services industry.



Our organisation

Our organisational **chart below** provides a breakdown of Pickwick 1A's structure, current inclusive of any branches as at August 2022.



Our services



Cleaning services: Pickwick 1A has the capacity and systems to meet all contract cleaning requirements across all industries. We also have the capability to give our clients additional facility services such as waste management, hygiene, pest control, consumables and disaster recovery services.



Facilities services: Pickwick 1A can bundle your soft service requirements including cleaning, hygiene, pest control, waste management and consumables. We coordinate contracts for you to save you time and money.



Construction cleans: Pickwick 1A provides specialised detailed cleaning solutions and facility services to the construction industry and other clients and understand the importance of bringing your project in on time and achieving practical completion.

Pickwick 1A offers Workforce Solutions to fit your project requirements. We can provide pre-trained and qualified staffing solutions or Indigenous business sub-contractors to ensure that the service can be completed within your time frames and to an extremely high standard.

Our standards

Pickwick 1A is proudly supported by a diverse team of dedicated, talented and professional people with decades of experience in the cleaning and facilities service sectors. As a fully accredited and certified business, you have the confidence knowing we will always deliver to the highest quality standards.

We're proud of the proprietary systems that underpin our business activities, including dedicated risk mitigation programs to assist in contract management (such as SHEQ and dedicated human resources) and our strong infrastructure support services covering administration, finance and accounting, industrial relations, training and development, and information technology.

Our people

Christine Barney

Majority owner and Chairperson

Aunty Christine Konomie Barney, a Woppaburra Elder from the Great Keppel Islands and a Brisbane Elder has lived and worked with First Nations families in Brisbane and throughout Queensland for four decades.

Aunty Christine areas of expertise include, teaching, guidance, counselling, community consultation and negotiation. As a mother of five who are accomplished in their skill areas of education, finance, horticulture, literature and construction trades, Aunty Christine is committed to community development in various ways.

Continued from previous page...
Christine Barney Director

Aunty Christine was the first President of Wandarrah Pre-School and Community Centre in Inala, the first autonomous Aboriginal kindergarten in Queensland and as the current president is enjoying assisting in preparations to celebrate the centre's 50th anniversary in 2023.

Aunty Christine has high-level expertise, knowledge and experience in governance, mental health, employment, human resources, and communication, enhanced with historical cultural knowledge and community connections.

Aunty Christine worked in government departments as a Review and Evaluation Officer, reviewing systems in the social justice arena; a Principal Policy Officer, Primary Teacher, Secondary Guidance Counsellor and Community Education Counsellor for Education Queensland.

The latest employment role was as the Senior Counsellor in the Healing Centre for Aboriginal and Torres Strait Islander Health Services and she continues to work as a consultant on Aboriginal, Torres Strait Islander and South Sea Islander areas of need.

All of Aunty Christine's employment roles throughout Queensland in local and remote areas as an educator, assessor, counsellor, and employment strategist have focussed on Aboriginal, Torres Strait Islander and South Sea Islander community strategies for community development.

Aunty Christine is excited and proud to be a majority owner of Pickwick 1A. She is committed to taking a lead in the provision of employment and economic opportunities for and with Aboriginal and Torres Strait Islander people and other Australians, incorporating a depth of leadership and

cultural knowledge to Pickwick 1A underpinned by respectful family and community values and beliefs.

Helina Solomon

Director

Helina is passionate about community engagement and believes strongly in building those who surround you. She is the eldest daughter of Dr Solomon and Inbam Solomon who have mentored her in business.

Over the years her community involvement has included being a volunteer for both Commonwealth Games (Kuala Lumpur 1998) and the Olympics (Sydney 2000), as well as being selected by the Malaysian Government for a youth national exchange program (Ship for Southeast Asian Youth Program).

She also took a one-year sabbatical from work to go on a church exchange, The St Chad's Volunteer Program, and was based at Lichfield Cathedral.

She continues to serve on the council in her local parish of St Paul's and has been a volunteer Sunday School teacher since 2007.

Helina graduated with a Bachelor of Medical Science from the University of Sydney in 2001 and completed her MBA at Hult International Business School, London in 2013.

She is also a Director of Pickwick Group Pty Ltd and the Managing Director of World Discovery Travel.

Steve Coghill

Director

Steve Coghill Senior is a Traditional Owner in Southeast Queensland from the Yuggerah speaking people. Steve Snr grew up on Straddy, and in Wynnum, Inala and Ipswich and went to school, worked and played sport (Rugby League) in these places. Steve Snr maintains his connections to country and continues to work and reside in Southeast Queensland.

With a background in mining, Steve has worked with Indigenous groups in New South Wales, Northern Territory and Queensland to negotiate and broker Indigenous employment and business opportunities in projects across a number of industries around Australia and assisted mining companies to develop consistent approaches to Native Title and Cultural Heritage issues within the footprint of projects.

Steven's employment in government roles with State and Federal Departments include the Environment Protection Agency at a State level and Centrelink's Department of Families and Community where he was able to gain significant understanding of the functions of large government corporations and how they interacted with Indigenous community and clients.



First Nations engagement

Supply Nation

Pickwick 1A is a certified Supply Nation Supplier. As a leader in supplier diversity and endorsed by the Australian Government, Supply Nation connects Aboriginal and Torres Strait Islander initiatives with procurement teams from government and corporate Australia to transform the Indigenous business landscape. Supply Nation hosts the Indigenous Business Direct which is Australia's largest directory for Indigenous Businesses. Membership helps Pickwick 1A increase brand awareness and engage with other Indigenous businesses.



Northern Territory Indigenous Business Network

Pickwick1A is a certified member of the Northern Territory Indigenous Business Network (NTIBN). As the peak body representing Northern Territory Indigenous business, the NTIBN offers members organisational development, industry-based development, business support, collaborative and promotional opportunities, and can even help to link businesses up with training and personal development opportunities. The NTIBN exists to support current and emerging Indigenous businesses in their journey to success through programs that work by focusing on strengths, and how they can be used by Indigenous business owners and entrepreneurs to further their futures in business.



Working together

Our corporate and social responsibility commitments are built around our workers and people, and we are actively creating a sustainable wealth and economic platform for our First Nation communities.



www.pickwick1A.com.au

Our Commitment to First Nations Australian employment and local jobs

Pickwick 1A recognises Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of all the lands on which we work, meet, and live. We also acknowledge that Aboriginal and Torres Strait Islander peoples continue to be the most disadvantaged demographic in Australia in employment, health, and education.

Our goal is to provide jobs for First Nation Australian people. We have key partnerships with Aboriginal and Islander Employment networks.

One of these is AES (Aboriginal Employment Strategy), who we work with for Indigenous staff placements. AES has offices throughout Australia.

Most importantly we work with Local Indigenous recruitment companies to ensure local Aboriginal and Islander staff are given every opportunity to work with Pickwick1A.

It is envisioned Pickwick 1A will engage Aboriginal and Torres Strait Islander peoples throughout all aspects of the business from operations to on the ground staff, in fulltime, parttime, and casual positions as well as traineeships and school base traineeships.

Training to promote understanding of the past, present, future, and cultural differences between Aboriginal and Torres Strait Islander peoples and Migrant peoples, to develop a mutually inclusive respectful future.

- ✓ Aboriginal and Torres Strait Islander specific positions, where only Aboriginal and Torres Strait Islander people will be considered as applicants.
- ✓ Partnerships whereby a senior staff member of Pickwick 1A or an appropriate external person shares knowledge, skills, information, and their experiences to foster personal and professional growth of another employee.
- ✓ A repository of Aboriginal and Torres Strait Islander resumes for consideration as positions become available, they will be stored securely in Human Resources electronic records.

Key recruitment partners

AES – Aboriginal Employment Strategy



First People Recruitment Solutions



Indigenous Employment Partners



Australian Training Works (ATW)



Aimbig Employment



Cultural awareness training

Cultural awareness in the workplace is essential to improve work relationships and prevent cultural conflicts. Pickwick 1A conducts Cultural Awareness training with all levels of employees and management. Our cultural awareness program aims to provide information and perspective to our employees and management team on Aboriginal cultures, knowledge and experiences.

NAIDOC week celebration involvement

Every year, Pickwick 1A encourages employees to be actively involved in NAIDOC week celebrations. Across Australia Pickwick 1A employees attend various local NAIDOC week celebrations and activities to support the local Aboriginal and Torres Strait Islander community.



Reconciliation

As a Supply Nation Certified, majority owned Indigenous organisation, Pickwick 1A is dedicated to reconciliation, inclusion, and equity for all.

We aim to actively support reconciliation through real and positive change on our journey to become an industry leader in Indigenous facilities services, and known and trusted for our commitment to quality, opportunity and inclusion.

Supporting our People

We protect, support, and prepare our People for successful careers. We recruit, train, and develop employees to have pride and ownership of their role and to genuinely care about the quality and service standards they provide. We believe in opportunity for all and are steadfast in our commitment to equal employment opportunities and the protection of human rights.

Capabilities

Financial capability and stability

Pickwick 1A is a well-financed and resourced company. We have complete trust and confidence in our abilities to fund any obligation, through both equity and debt, while maintaining all banking covenants in the management of this contract.

Data security

We continually evaluate the threat landscape and implement appropriate data security methods and controls. Our information is stored using Microsoft Office 365 Cloud Based Services, which provides protection from physical damage or systems malfunction (i.e., in the event of a fire, natural disaster, accidental damage, or malicious attack on hardware). Additionally, we utilise the SharePoint platform to house our Integrated Management System (IMS) and other essential management documents. This allows us to maintain a high level of document control such as tracking changes and versioning to ensure integrity and relevance.

Continuous improvement

At Pickwick 1A, we understand that services improvement initiatives and cost reductions are important to our clients. Through our

internal management process, we focus on making such recommendations for our clients. Within the first six months from contract inception, we perform an operations efficiency report that evaluates potentially altering services or methodologies to provide productivity savings. This report is an important tool in our innovation and cost saving process. Due to the nature of cleaning operations, we believe that after an initial site implementation and throughout the continuation of services, we are better able to work out the finer details of our service and where we can provide additional cost saving solutions.

Through the internal KPIs, we provide our General Manager (GM), Client Services Managers (CSMs) and Operations Managers with key incentives and cultural capabilities. We encourage innovation through the implementation of mutually beneficial objectives between clients and our operations team. In addition to this system, Pickwick 1A will ensure that continuous improvement is a frequent topic of internal meetings. By ensuring part of our monthly operations meeting is focused on creating real cost saving outcomes, we can minute and action these systems as part of our continuous improvement initiative. This push will also be reinforced in our cleaning Toolbox meetings, which we use as a multipurpose communication platform to provide staff with safety and procedural updates and encourage our cleaning personnel to create innovative solutions.

Our clients and the work we do for them

Snapshot

We have clients across Australia, servicing a diverse number of Industry groups and Government agencies e.g. Healthcare, Non-profit, QPS (QLD Police Services), Government Both State and Federal departments.

Examples:

- QLD Police Service (QPS)
- Australian Criminal Intelligence Commission (ACIC)
- Port Lincoln Aboriginal Health Services
- Multi-Cultural Australia Ltd – Various Sites
- Department Child Services – WA
- Yorgum Healing Services
- Dept of Communities-Child Protection
- Complete Office Supplies P/L
- Dept of Communities- Housing - Brookman Street
- Dept of Communities - Regional Executive Office
- Boeing Defence Townsville
- Adecco - Acacia Ridge
- Adecco - Adelaide St, Brisbane
- Adecco - Hendra
- Adecco - Barton, ACT
- Adecco - Clayton, VIC
- Adecco - Adelaide, SA
- Lawrence and Hanson Welshpool
- On Track Data Recovery
- Multiplex Constructions
- Georgiou Group

We are confident in our ability to successfully deliver on the services tendered and have complete trust in our abilities to fund any obligation, through both equity and debt, while maintaining all banking covenants in the management of this contract.

Working with Multicultural Australia

Pickwick 1A partners with Multicultural Australia (also known as MDA Ltd) to provide jobs for new arrivals and quality services to clients (a key client includes the Queensland Police Service – Toowoomba). Pickwick 1A will work with Multicultural Australia to recruit and provide suitably qualified staff to perform

all required cleaning duties for this contract. Staff will be supported by both Pickwick 1A and Multicultural Australia throughout their employment and provided with training, supervision and mentorship.

Queensland Police Service – Toowoomba

Pickwick 1A partners with Toowoomba QPS to provide cleaning services. This service is largely cleaning and detailing police fleet vehicles. Additional value adds include relocating fleet vehicles and steam cleaning upholstery.

Department of Communities Kalgoorlie (WA)

Pickwick 1A provides cleaning services to various Department of Communities sites in the remote community of with cleaning completed on various days between Monday and Friday inclusive. Ad-hoc services are provided on an as needed basis with periodical cleaning completed as scheduled throughout the year. Pickwick 1A also supply all consumables to each site and ensure the supply remains well stocked, as sourcing supplies in such a remote community can prove difficult at times.

Complete Office Supplies (COS) Brisbane (QLD)

COS is a national stationary company; we provide daily cleaning services Monday to Friday to their general office areas and warehouse offices and amenities. We also provide specialist periodic cleaning services.

Australian Criminal Intelligence Commission (ACIC)

Brisbane (QLD) We provide daily cleaning services and periodic cleaning ACIC Brisbane Head Quarters, on a Monday to Friday basis including additional high touch point cleaning as required. Due to the highly sensitive nature of the site, our staff must have the highest security clearance available for a Federal Department.

Boeing Townsville (QLD)

Boeing is a global aviation company in which we provide weekly cleaning services to. Daily cleaning and specialist periodical cleaning are conducted at the Boeing commercial office facility in Townsville.

Adecco (National sites)

Pickwick 1A provides cleaning services to various sites cleaning completed on various days between Monday and Friday inclusive. Ad-hoc services are provided on an as needed basis with periodical cleaning completed as scheduled throughout the year. Pickwick 1A also supplies Hygiene Services to this client.



Quality

ISO 9001:2015 accredited

Pickwick 1A is has proudly attained ISO 9001 Quality Management Systems accreditation. Our processes are designed around world's best practice methods and the highest quality and safety standards.

Regular audits are conducted against industry standards to ensure reliability and consistency. Our Quality Management System consists of a multi-tiered approach to quality inspections that ensures absolute consistency in the provision of our services. We utilise specifically tailored reports for each of our retail sites that include pre-opening, slip/spill and quality cleaning KPI reports.

On an operational level, our respective General Managers, State Managers, Client Service Managers and Site Supervisors all take responsibility for overseeing quality. Through regular meetings with our clients, we develop individually tailored KPIs that reflect the client's needs and ensure a high level of quality in the provision of our services. These customised solutions represent lasting value and provide tangible benefits like improved cost efficiencies and safety.

Perhaps the most critical point of our quality infrastructure is our on-site manual which covers all identified specific requirements of the job, site specific KPIs, the scope of works, quality assurance

guidelines and frequency completion rates. We individually tailor our site manuals to provide a single point of reference for both staff and management – ensuring we can plan, implement and organise all systems necessary to meet your specific needs.

Copies of Pickwick 1A's policies can be provided upon request.

Operations manual & IMS

Pickwick 1A's IMS provides the foundation for the systems and processes we implement on all accounts. In addition, we tailor-make an onsite manual which covers all identified specific requirements of the job, site specific KPIs, the scope of works, quality assurance guidelines and frequency completion rates. We individually tailor our site manuals to provide a single point of reference for both staff and management – ensuring we can plan, implement and organise all systems necessary to meet your specific needs.

Risk management

Risk management is an important factor when ensuring the safety of all sites and is an inherent challenge for any environment. We are constantly improving our systems to capture important data that can provide risk mitigation for both ourselves and clients. At the beginning of their employment, our staff are trained in

all areas of risk pertaining to their specific duties. Throughout the life of our contracts, we require all staff to participate in regular toolbox meetings to further their ongoing training.

Pickwick 1A has Cm3 accreditation for health and safety management capability. Developed to assist organisations meet their legislative duty of care, we ensure that all contractors have suitable processes to safely conduct work.

Our staff are trained in the correct handling and use of chemicals, machinery and equipment by qualified trainers. Pickwick 1A also provides task specific training and easily accessible Safe Work Method Statements (WMS) for all duties. Audits are conducted regularly to ensure all Pickwick 1A staff are following the proper work procedures, with results evaluated and records kept identifying any additional training. Our training process is as follows:

- ✓ Initial training and induction
- ✓ Mentorship
- ✓ Continual growth and development

All site-specific training is conducted by our divisional management team to ensure Pickwick 1A staff are fully versed in all aspects of their job. This training includes but is not limited to:

- ✓ Emergency procedures
- ✓ Site Security requirements
- ✓ Substance handling, decanting, storage, use and disposal
- ✓ Quality assurance requirements

- ✓ Economy and efficiency of time management
- ✓ Safe Work Method Statements
- ✓ Personal security

During the implementation stage a site-specific Safety Plan will be developed.

Toolbox meetings

All employees receive regular refresher training recorded through our 'Toolbox Meeting Record'. Toolbox meetings aim to ensure training is kept at a high standard, any changes (in procedure, requirements or scope etc.) are communicated, and to resolve any employee or client concerns that may arise. Regular reviews of training registers and processes are conducted by management to ensure compliance and that outdated practices are brought up to date with industry standards. These processes are backed by our strong focus on career development including our commitment to funding further education, training and internal advertisement of job opportunities.

Development of site-specific SHEQ plans

During implementation, our National SHEQ Management team will attend site orientations and management meetings to obtain an in-depth picture of all hazards and potential impacts to ensure a comprehensive understanding of the processes required to implement a strong quality plan. Site-specific Environmental and Safety plans will be developed as part of this process.

Workplace health and safety

ISO 45001:2018 and Cm3 accredited

Safety is our number one priority, and we ensure all staff are trained in the correct and safe way to conduct their daily duties. Pickwick 1A has proudly acquired ISO and Cm3 Certification.

We have a strong commitment to safety and strive to be an industry leader in Workplace Health and Safety (WHS). All employees are expected to apply quality and safety standards that have been pre-established to protect our clients, subcontractors, workers and members of the public. We aim to ensure our work is undertaken safely and to a high level of quality and integrity.

By maintaining a safe workplace, we are able to provide an environment that improves productivity and minimises lost time. To that end, we have developed the Pickwick 1A Workers Handbook.

Safety is maintained through our up-to-date IMS that complies with industry standards. The IMS has the objectives of eliminating work-related injury and illness by:

- Conforming to legislative and industry requirements
- Identifying hazards related to the business's activities
- Assessing risks associated with the hazards

- Determining suitable control measures to minimise the risk
- Reviewing controls to ensure they remain effective
- Preparing documented safe systems of work
- Communicating safety issues to our workers and seeking their advice and suggestions
- Supervising and training our personnel
- Auditing the program to ensure that aspects of the IMS are functioning correctly
- Conducting periodic reviews to continuously improve the IMS
- Investigating all incidents or injuries to identify root causes and implement corrective and preventative action
- Establishing measurable objectives and targets to chart our progress

We require all personnel working with Pickwick 1A, whether they are staff, subcontractors, or clients, to fully cooperate and commit to helping us achieve our “Zero Harm” objective.

Pickwick 1A's Workplace Health and Safety Policy, along with all Pickwick 1A Policies can be found on our website and upon request.

Environment

ISO 14001:2015 accredited

Pickwick 1A has a steadfast commitment to sustainable business practices as it is a cornerstone of our daily business philosophy. The management of our environmental management systems is a priority for our SHEQ team, as we believe sustainable business practices are a key component to our success. In addition to complying with the environmental requirements set down in ISO 14001, we ensure all operations, products and services meet or exceed legislative and industry requirements. We minimise water and power consumption through better use of innovative equipment and cleaning methods.

We are constantly on the lookout for new and innovative ways to improve safety, quality and efficiency while advancing environmentally sustainable practices, and – as we've explained above – our processes support this, from waste management to the highest quality environmentally safe and sustainable cleaning supplies. As previously mentioned, we will be using Wirrpanda 'Wirra green' chemicals across all sites and providing compostable or recyclable consumables where possible.

We implement strict sustainability standards within our procurement methodology. Where possible, we will only use renewable, recyclable and low impact products that

reduce our corporate footprint. Reduce, Re Use, Recycle are the 3 Rs that we strive to meet on a daily basis.

Reducing carbon

We care for the environment and are proud supporters and financial contributors to the planting of trees and shrubs in the Yarra Yarra Biodiversity Corridor.

Other environmentally sustainable practices

We incorporate other practices into the provision of our services to progress our environmentally sustainable objectives in addition to those mentioned above. These include use of microfiber technology, citrus based cleaning products, a 'lights out' process and colour coding to minimise cross contamination.

Alternative environmental solution to chemicals

We use environmentally beneficial equipment such as the Aqueous Ozone System. This System is certified by HACCP as a food safe and suitable aid to cleaning and sanitation. It is 50% more powerful than chlorine bleach as it eliminates pathogens, grime, grease, mould, mildew and more from any porous or non-porous surface. As nature's most effective cleaner, stain remover, deodorizer and germ killer, the Aqueous Ozone System eliminates adverse reactions to chemicals in people with allergens.

Communication and reporting

Our intranet communications platform

This is tailored to each individual client and acts as a single point of information accessible anytime, anywhere. This platform can integrate with existing IT infrastructures to consolidate data sources into one user-friendly online space. We record our quality assurance reports for our own quality management system and can provide these site reports as per your request via the portal.

This platform supports communications between Pickwick 1A's operational management and our clients. Not only can it support ad-hoc or emergency service requests, but it can also host schedules that ensure increased service flexibility. For example, a schedule could indicate increased requirements due to an event, renovations, or unplanned increases in traffic. It could also indicate when certain spaces are unavailable or when certain services might be impractical. This increase in communication allows the Client Services Manager or Site Supervisor to provide an increased level of service by altering service schedules to meet client requirements.

Additionally, the intranet platform provides each client with the ability to tailor reporting to their specific needs. It allows formal reports to be compiled as required and constant client access to, among

other things, electronic reports (such as QA inspection reports, maintenance reports etc.), time and attendance reports, up to date insurance details and financial data (e.g., invoices).

Additionally, the intranet platform provides each client with the ability to tailor reporting to their specific needs. It allows formal reports to be compiled as required and constant client access to, among other things, electronic reports (such as QA inspection reports, maintenance reports etc.), time and attendance reports, up to date insurance details and financial data (e.g. invoices).

Unscheduled service requests

Pickwick dedicates a Client Service Manager during the implementation stage of each contract that is responsible for all site operations on a 24/7 basis. They are available to address any queries our clients may have; however, the client portal additionally provides a platform for submitting queries, viewing the status of orders and scheduling new orders.

Microsoft SharePoint is used as our foundation for client portals, providing easy communication around the notification of work. This can include work orders, ad hoc works, emergency security and specialist requests. Once accepted, notifications are then entered into our scheduling system and become visible on the master timetable.

UltraSnap Surface ATP test

We propose using this user-friendly ATP surface test designed for use with Hygiena luminometers following cleans. This all-in-one test contains a pre-moistened swab bud for optimal sample recovery. A unique liquid-stable reagent that provides superior reproducibility and robustness and Hygiena's patented Snap-Valve™ technology for easy activation.

EnSURE™ Touch

This innovative next-generation quality monitoring system provides rapid and accurate sanitation verification to support your FSMA program. Featuring a 5-inch touch screen, wireless sync technology, and cloud-based software, the EnSURE Touch is designed to adapt to your workplace and provides the data you need for complex multi-location operations, audit, risk management and recall prevention. Pickwick proposes the use of this monitoring system across all client sites.

PeopleTray

People Tray is an online platform used by Pickwick 1A in the management of all contracts. Pickwick 1A's online platform, People Tray, will be tailored to meet contract requirements and will act as a single point of communication and information to be accessed anytime, anywhere.

People Tray, combined with our management structure will enable our operations team to clearly direct staff on site remotely when required and provide guidance and photographic details for areas to be addressed where issues have arisen. Sites will be provided with a monthly quality audit (preferably a joint audit scheduled with client

representatives) that captures the standard of cleaning at the site. This is filtered through to our staff at all levels to ensure feedback is actioned. All reports and documentation relating to a site is accessible through our client portal which forms part of our Integrated Management System.

All communication is tracked, and all outcomes are logged on our portal. The structure ensures a transparent service is delivered and that Pickwick 1A and its team are accountable for the service delivered at site.

People tray has multiple functions. These include:

Client Portal

- Online and accessible 24/7
- Access to "live" information
- Customisable dashboard
- Place for all contract communications between client and Pickwick 1A

Storage of completed documentation.

- Contract documents
- Site manual
- Management plans – health and safety management plan and environmental
- Periodical schedule
- Completed Reports – QA reports, time and attendance reports, monthly reports,
- maintenance reports etc
- Work Method Statements (WMS)
- Personnel records including training, tickets, certifications, VISA etc (online accessible by approved management/supervisors only)

iAuditor – electronic reporting

Our electronic reporting service has been developed through utilising handheld devices (e.g, smart phones and tablets) to ensure mobility and ease of use. If required, it can be used as a legal evidentiary document to help mitigate liability risks and workplace injury claims while ensuring the information passed on to authorities in the event of criminal activity or emergency is accurate. Our system is also 'green' (reducing the need for paper reports), professional, flexible and user friendly. iAuditor can produce reports such as:

- ✓ pre-opening checklist reports
- ✓ spills incident register reports
- ✓ quality inspection reports
- ✓ maintenance reports
- ✓ incident reports

Our electronic reports compile photos and text summaries into an easy-to-read customisable form which are then ready to be emailed, printed or exported to the desired recipients. The data can be analysed automatically and reported month on month to show KPI performance, trends and results. This ensures a high level of communication is maintained between Pickwick 1A and our clients and provides a quick and efficient analysis of data. Additionally, our system is capable of developing and customising reports in accordance with site and service specific requirements.

Time and attendance and staff management

Pickwick 1A will implement its 'Enterprise Workforce Management' solution through

Deputy.

Deputy streamlines our processes and saves site management operatives time spent each fortnight for payroll. Where an employee online timesheet aligns with their scheduled roster it will be automatically approved. If a variance exists, our administration teams will be able to examine why (did the employee clock on too early, work over, or clock on/off from somewhere that was not the place of work?). Once validated, it is simply approved or declined.



Deputy will address both Pickwick 1A's and your requirements as on the following page.

- ✓ App/phone/tablet time and attendance with geo-lookup and notification of non-attendance
- ✓ Award interpretation (prevents payroll issues)
- ✓ Leave management
- ✓ Integrated HR & Payroll solution – pay, engage, hire, retain, develop
- ✓ Automatic time tracking
- ✓ Can set log in and out parameters so that if someone clocks in x amount early or late a message is sent to the manager
- ✓ Real-time reporting on labour costs
- ✓ Full visibility of all sites including who is rostered to attend and who is currently on shift
- ✓ Better management and reporting of fatigue, overtime, staff absence and staff communication
- ✓ SuperStream compliant
- ✓ Single touch payroll compliant
- ✓ Visa restrictions compliant

Deputy allows our site management teams to pull real time data for audits to ensure all staff are on site as rostered. It also provides fail safes to ensure the correct award rate is paid for the shift work, due to its inbuilt award interpreter. This prevents human error and incorrect rates being applied.

This system talks directly to our accounting software and ensures budgets are maintained and cross referenced for each site and job. Invoicing is generated based on the data inputted at the start-up of a contract and as variations (up or down) are made with clients. Pickwick can run reports to provide cost analysis for general works, reactive works and PPM (periodicals). This helps clients review the costs benefits of having labour on site VS reactive call outs. Many of our larger clients are seeing the benefit of having day staff on site for prescribed duties, but also for reactive works as required at no additional cost.

ELMO

ELMO offers a comprehensive suite of cloud HR and payroll software solutions that can be configured however your organisation requires, and these are available within a single dashboard and single user interface.

Managing complaints

Pickwick 1A has an established system improvements procedure which prescribes how we address complaints and service issues raised internally or externally. This is propelled by our approach to continuous improvement necessary for continued accreditation. Whilst most gaps in our service delivery will be picked up proactively by our internal quality assurance systems, it may be the case that issues are brought up by our clients. Part of our system improvements procedure is our complaints register which can be made available to the client on request.



Staff training

Highest of standards

We ensure all of our people are trained to meet and made aware of their individual expectations and requirements of each contract. Additionally, we establish tailored quality assurance inspection reports and duty statements for our workforce to ensure each task meets its pre-determined scope of works. All audits will be available to our clients for review monthly.

Cleaning

During our employment process, we consider all relevant skills and qualifications of each person and align them to a specific site. We liaise with our clients site managers to ensure the best possible staff are appointed to the specific needs of each site.

Our staff undergo a rigorous training and onboarding period which they will need to pass to be deemed confident to work autonomously on-site. We invest in ongoing training to ensure continuous improvement and a high level of services is maintained.

Pickwick 1A staff are trained in their individual duties (such as toilet servicing, general daily duties, soft and hard floor cleaning or detailing tasks), tested on their

competency and given ongoing training throughout the year.

All staff are trained to provide quality cleaning and customer service and effectively detect, deter and prevent all unwanted behaviour, theft, vandalism and



report any building infrastructural defects on site that may impact the welfare of both staff and the public. Read more in our Quality section.

Our cleaning methods are based on the key factors of the cleaning environment. The safety of staff, the client and the public, fast and effective responses to issues and maintaining a high standard of presentation is always paramount. Consistency of daily cleaning standards and delivering the site to the agreed expectations each morning is achieved through training, support, audits and management of teams on site.

We work closely with our Supervisors and Managers and support them in all aspects of their daily responsibilities. From confirming the right chemicals are in place to do the job, to ongoing risk and safety training, regular maintenance of equipment and quality internal checks, we make sure we deliver on our contract outcomes.

Customer service and staff presentation

Customer service is a primary focus and function and play's an important role in our day-to-day operations. All Pickwick 1A staff receive training on client management and interacting with the public.

Presentation is very important to Pickwick 1A; it is the image we present to our clients and the public that makes a lasting impression. To ensure a professional look, our people are provided with high quality uniforms that clearly display company logos to ensure easy identification for WHS and security requirements.

It is critical that our staff understand the clients House Rules and key objectives. Our staff are given a very clear understanding of both Pickwick 1A's and our clients expectations and code of conduct so there is no misunderstanding as to the expectations and outcomes of operations.

Security awareness

All our staff are trained in security awareness and with our clients they gain a key understanding of the client's 'house rules'.

While our cleaners are not equipped to perform security functions, they are often the eyes and ears of a site and understand that all relevant information needs to be relayed to management in a timely way.



Job Specific Information

All staff members are given clearly defined Job descriptions that specify in detail all aspects of their positions. Each job description is broken down to clearly define their shift duties.

- ✓ Key responsibilities
- ✓ Duty descriptions
- ✓ Qualifications and experience
- ✓ Company house rules
- ✓ Code of conduct
- ✓ Company mission statement

It is critical that new and existing staff understand the company's house rules and key objectives. We strongly believe that "How you start is how you Finish" and accordingly our people are given a very clear understanding of the company's expectations and code of conduct so there is no misunderstanding as to our expectations on operational outcomes.



Insurances

Cover for peace of mind

Pickwick 1A has a wide range of insurances in place to provide our clients peace of mind and confidence in dealing with us. Key insurance policies include but are not limited to those detailed below. All

insurances are reviewed and renewed annually. Certificates of Currency for each policy and state are available to clients upon request.

Name	Policy Number	Amount
Public Liability	84-0527261-LCP	\$50,000,000
Professional Indemnity	1023338429	\$2,000,000
Motor Vehicle	MSS010446296	\$30,000,000 (Including personal injury, property damage and legal liability)
General Property	SMA018907666	Fire, flood, accidental and malicious damage, and theft
Statutory and Directors	CPP13-0041	\$5,000,000
Workers Compensation	Various	As required in each state/territory in which we operate.

AUSTRALIAN CAPITAL TERRITORY

Unit 5, 39-41 Grimwade St
Mitchell, ACT 2911
Phone: 02 6241 1200
Email: act@pickwick1A.com.au

NEW SOUTH WALES

Unit 7, 70-72 Captain Cook Drive
Caringbah, NSW 2229
Phone: 02 9525 9885
Email: nsw@pickwick1A.com.au

NORTHERN TERRITORY

Unit 2, 27 Bishop St
Woolner, NT 0820
Phone: 08 9253 9150
Email: nt@pickwick1A.com.au

QUEENSLAND / Head Office

Unit 1 / 18-22 Alexandra Place
Murarrie, Qld 4172
Phone: 07 3055 8400
Email: qld@pickwick1A.com.au

VICTORIA

L 107-108, 63-85 Turner St
Port Melbourne, VIC 3207
Phone: 03 9938 3900
Email: vic@pickwick1A.com.au

WESTERN AUSTRALIA

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SOUTH AUSTRALIA

4A Northcote St
Torrensville, SA 5031
Phone: 08 9253 9199
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TASMANIA

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