



## Mission Statement

- Offering best services for public/clientele
- Prioritize clients' satisfaction to beneficial gains



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## SERVICES

*Golden Brown Cleaning Services* not only provides services, but also has the ability to deliver solutions with the appropriate motivation, and level of expertise.

Part of our service delivery is to work with our customers and comprehend their tasks. We contribute viable solutions and alternatives to their challenges. We then devise a control process and effective cleaning methods, which deliver to standard, on time, on budget and exceed its expectations.

We understand the different requirements of our clients; therefore we are well equipped to service all jobs, small or large, using specialised and portable machinery to access any site with respect to OH&S.

### Our Services Expertise Consist upon the following:

- ❖ Cleaning of Residences, Apartment complexes
- ❖ Cleaning of Construction Sites before and after CP
- ❖ Cleaning of Major train lines & Stations
- ❖ Cleaning of Municipality awarded contracts
- ❖ Cleaning of State Schools across Victoria
- ❖ Cleaning of Office Complexes in CBD
- ❖ Cleaning of Windows for high rise building

### Furthermore we provide and facilitate the following:

- ❖ Labor Hire (example: Fork Lift Drivers, Lift Operators, Boom & Cherry picker Drivers, Laborers, Window Cleaners, Traffic Management, Other)
- ❖ Outsourcing professional services
- ❖ Inbound and Outbound routing of telephone calls for industry related customer services
- ❖ Wholesale and Supply of Cleaning Chemicals and goods including Equipment Hire and Sales
- ❖ Warehousing and Logistic
- ❖ Bin Removal



Our growing lists of services and our expanding customer base, have lead to provide competitive and cost effective services.

*We* see ourselves “*evolving*” with the rapid changing nature of the market and able to deliver a wide range of services to our clients.

On that account, servicing our existing customers to their satisfaction have been our foremost and proudest achievement, hence, we help them achieved their goals.

## SERVICES DESCRIPTION

**Golden Brown Cleaning Services (GBC Services)** in the state of Victoria had established in an Enterprise Bargaining Agreement (EBA) with the **CFMEU**, as well as, it has been officially registered with Co-Invest, Incolink and C-Bus (Employer No.118865) accordingly.

GBC Services complies fully with all rules and working environment standards of the Industry.

GBC Services also demands off its member’s staff, laborers and professionals to comply with the safety guidelines and procedures set by the Industry.

Part of our services deliveries is to work with our customers and comprehend their tasks and objectives. We have the ability to contribute viable solutions and alternatives to the challenges ahead.

One of our latest service/product additions to our prospected customers is have the ability to perform “Project Management” in the field (hands on) and appropriately deliver the services in hand.

Such services include the availability of qualified experts in the field and in addition, provide appropriate software and management tools that could enhance the project deliveries. Devise a control process and mechanism, which can contribute to,

- ❖ Standard, on time, cost effectiveness, and on budget,
- ❖ Synchronise working task and environment
- ❖ Planed coordination amongst staff and its subordinates
- ❖ less conflict and exceed expectations.



**Our Services Expertise Consist of the following:**

- ❖ Cleaning of Construction Sites before and after CP
- ❖ Cleaning of Windows for high rise building
- ❖ Outsourcing professional services

**QUALITY POLICY**

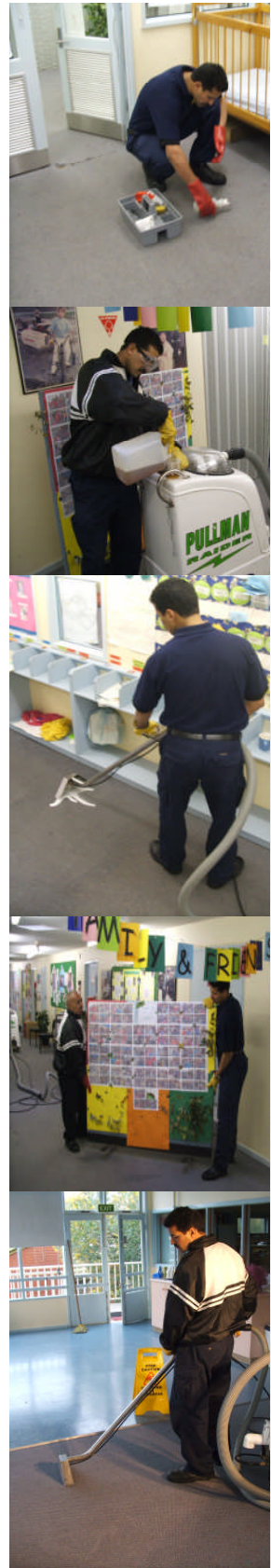
*Golden Brown Cleaning Services* is committed to leadership in the provision of quality building and facilitating, Project Management and Facilities Management upon its core services, and not necessarily limited to cleaning, but including safety, security and training.

The delivery of our quality is measure through our customers' satisfaction. And we are committed to address their needs and services demands.

These are our company goals, and we will achieve them by:

- ❑ Having a continuous improvement in the quality of products and services we provide to our customers, and in the performance of our line and staff operations. Aiming to achieve a Quality Management System that complies with ISO 9002 and most importantly, the unique standards set by our customers.
- ❑ Continuously focusing and improving the way we undertake every task, working safely, using equipment and materials correctly, and abiding by State and Commonwealth legislation.
- ❑ Teamwork from all whom share an interest in the Company's success; that is from management, employees and staff.

Quality is and always will be the principal objective at Golden Brown Cleaning Services. We will not deviate from this policy.



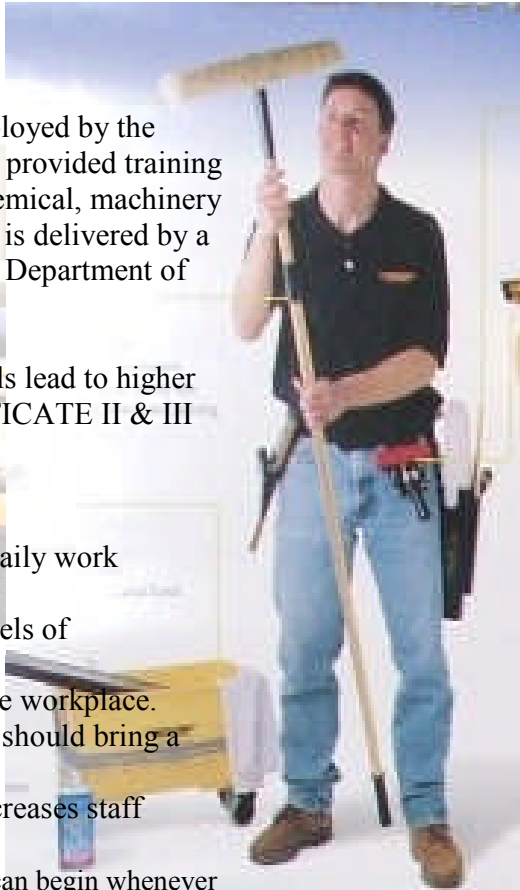
# TRAINING PROGRAMS

In addition to our company policy, any new staff employed by the company, must be enrolled for training within 3 months. The provided training courses consist of safety, chemical hazardous, how to use chemical, machinery operation and other relevant training. The accredited training is delivered by a Registered Training Organisation (RTO), such as AOLI with Department of Education & Training.

In completion of the course Employee improved skills lead to higher levels of productivity & safety and they will receive CERTIFICATE II & III IN ASSET MAINTENACE (CLEANING OPERATION).

### The benefits of training are:

- Training has minimal impact on employee’s daily work activities.
- Employee’s improved skills lead to higher levels of productivity.
- Training can be tailored to suit the needs of the workplace.
- Staff with nationally accredited qualifications should bring a competitive edge to the organisation.
- Training can improves job satisfaction and increases staff loyalty, which can lead to savings.
- With no term or semester start dates. Training can begin whenever it is convenient.



## Golden Brown Cleaning Supplies and Machinery, The competitive edge.

Golden Brown has an extensive range of cleaning products and machinery.

GBCS&M is recognised in the industry as a competitive wholesaler of cleaning products and equipments. The unique position of our organization means we are able to supply and use quality products at all times in all services, and that results in better productivity, efficiency and lower prices on our services. As a result GBCS is able to provide, competitive prices without sacrificing on quality products and equipment.

A division of GBCS&M is actively servicing and maintaining all range of machinery used by the company staff, as part of our commitment to provide a service without any noticeable down time, due to mechanical breakdown.

The regular maintenance and electrical testing of the machines means better productivity, safety in workplace and efficiency, as well as competitive edge.



## GUARANTEED QUALITY PERFORMANCE & WORKMANSHIP

We invest a lot of time and effort into ensuring we supply our clients with the best possible service. Part of this service is to achieve the client's operational requirements,  
This includes:

- ❑ Up to date transportation vans
- ❑ Uniformed staff represents a positive and professional image.
- ❑ All staff must comply with police check.
- ❑ Carry I.D. badges as required
- ❑ Provide full safety gear for staff (i.e. gloves, safety boots, protection clothing)
- ❑ Up to date cleaning equipment and machinery (i.e. vacuums, polishers, dry/wet vacuums, scrubbers, grinders, steam cleaners, industrial water pressure and steam pressure machines, backpack and upright vacuum etc.
- ❑ Establishment of good report with all contractors with constant feedback and written reports of job performances
- ❑ Willingness to accept extra services as requested.
- ❑ Ability to introduce the usage of more effective and productive methods to save cost and maximize performance
- ❑ Total flexibility in our work arrangement and personnel.
- ❑ Risk Assessments
- ❑ M.S.D's for chemicals
- ❑ Public liability insurance compliance with OH&S act.
- ❑ All personnel are bonded and insured, and has work-cover compliance
- ❑ Certified by I.I.C.R.C. - Institute of Inspection, Cleaning and Restoration Certification

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