

# Training and Qualifications

No other cleaning company matches our commitment to on going training and development. Crest staff are professionally trained in the latest techniques of cleaning and hygiene by Crest's training managers - New Zealand's only members of the British Institute of Cleaning Science.



## NZQA National Certificate in Cleaning and Caretaking

All Crest personnel must pass NZQA approved courses in Cleaning and Caretaking which include induction, practical experience and a formal examination of the NZQA Unit Standards - making us New Zealand's best educated cleaning company by far.



## Annual Refresher Training

All personnel undertake annual refresher training, which keeps them up-to-date with the latest industry innovations and processes. All cleaning equipment and chemicals are audited twice annually to ensure a consistent standard of quality.



## Site Safe Passport

Site Safe is a Department of Labour approved organisation teaching "best practice" techniques for workplace safety and hazard management. Crest personnel working in potentially hazardous premises hold a Site Safe Passport.



## Green Cleaning

Crest personnel are trained in the latest Green Cleaning technology and procedures which reduce the environmental impact of cleaning, and can save you money by reducing waste and energy consumption. Green Cleaning creates a healthier workplace environment.



## Security Licensed

Crest personnel are required to hold a Security Guard's Licence, as per the Registrar of Private Investigators and Security Guards. Crest is a member of the New Zealand Security Association, and we abide by the Association's Code of Practice.

## Training Documentation

Crest leads the industry in its training requirements and processes. The following documents specify precisely what is expected of Crest's personnel. They are available for your information on request:

- Crest Training Programme outline
- Crest Quality Training Manual
- NZQA qualification certificates
- Site Safe Passports



# Environmental Standards and Compliances

Crest Green Cleaning is not just a response to fashionable trend – it has significant sustainable business benefits too. It improves hygiene, saves energy, reduces waste and creates a healthier workplace environment.



## Crest Green Chemicals

We have developed a range of 'Environmentally Responsible' cleaning products, which have minimal impact on the environment while effectively protecting the health of your staff and customers.



## Microfibre mops and cloths

Crest cleaners use only high-tech microfibre mops and cloths which 'hook' dirt (using less chemicals), and give especially attractive results on shiny surfaces like glass and tiles.

## Day Cleaning Service

By cleaning your premises during daylight hours we can help to save money on energy costs.



## Waste Reduction

We actively encourage all our customers to implement recycling systems and to involve their staff in initiatives to minimise waste.



## NZQA National Certificate in Cleaning and Caretaking

All Crest personnel must pass NZQA approved courses of study which include induction, practical experience and a formal examination of the NZQA Unit Standards.



Environmentally  
Responsible

## Green Cleaning processes

Crest personnel are trained to follow our strictly prescribed Green Cleaning processes, which help maintain your Green Building status, and assist with your environmental compliances.

## Environmental Documentation

Crest is committed to leading the industry in environmental systems and protocols. The following documents are available for your information on request:

- Crest Environmental policy
- Crest Chemical Formulation Criteria
- Crest Environmental Management Plan
- Crest Spill Response Plan
- Material Safety Data Sheets



# Security Certification and Insurance Standards and Compliances

Crest cleaners add a higher level of security to your property. Before Crest personnel enter your premises they must first pass through the industry’s most rigorous personnel selection process.



## Licensed as Security Guards

Crest personnel hold ‘Certificates of Approval’ under the Private Security Personnel and Private Investigators Act 2010. Crest Commercial Cleaning Ltd is a licensed security company registered with the Private Security Personnel Licensing Authority. This is the only form of Security Licensing obtainable in New Zealand.



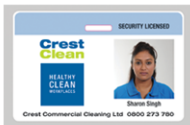
## Member of the New Zealand Security Association

Crest is a corporate member of the NZSA. Our personnel are individual members, and we abide by its Code of Practice. What’s more our personnel are experienced in working with site-specific security procedures, and they can always be reached by mobile phone while on your premises.



## Character and background checks

Crest’s selection process includes confirmation of good character by personal referees, a Ministry of Justice criminal background check and a credit check to confirm the applicant’s financial prudence. This gives both Crest and our customers confidence in the honesty and integrity of the people who are cleaning their premises.



## Uniforms and Photo ID

Crest personnel are very easy to identify. They are uniformed, wear photo ID and their signwritten vehicles clearly advertise that there are cleaners on the premises.

## Public Liability Insurance

Crest holds Public Liability cover of \$20 million.

## Security Documentation

- Crest’s security and insurance documentation is available on request:
- Certificates of Approval of Security Guards
- NZ Security Association’s Code of Practice
- Ministry of Justice criminal background checks
- Public Liability Policy
- Crest Confidentiality Agreement

# Health & Safety

Businesses and organisations have a statutory requirement to provide clean and hygienic workplaces. A dirty workplace is often cited as a reason why staff leave – meaning extra recruitment and training costs.

The cost of sick days is also high, especially during winter flu season. Our Sanitising Service can significantly reduce the spread of bacteria and viruses.



## Preventing cross-contamination

Crest uses separate equipment and colour-coded microfibre mops and cloths to minimise bacterial and viral cross-contamination between kitchen, office and toilets.



## NZQA National Certificate in Cleaning and Caretaking

All Crest personnel must pass NZQA approved courses of study including induction, practical experience and a formal assessment of the Unit Standards.



## Crest Sanitising Service

We spray hard surfaces with an Anti-Viral Sanitiser. This kills bacteria, viruses and fungi, which can multiply and contribute to the spread of colds, flu and gastric illnesses. The Sanitiser formula is registered with the Environmental Protection Agency (EPA) to be effective against viruses including influenza A (H1N1 Swine Flu).



## Site Safe Passport

Site Safe is a Department of Labour approved organisation teaching safety and hazard management “best practices”. Crest personnel working in potentially hazardous premises hold a Site Safe Passport.



## Health & Safety inductions

We abide by our customers’ Health and Safety policies and ensure all protocols are followed.

## Chemical Safety

Material Safety Data Sheets for all chemicals we use are carried in Crest vehicles and can be downloaded from our website. No equipment or chemicals are stored at our customers’ premises.

## Health and Safety Documentation

Crest has formalised all its Health and Safety systems and requirements. The following documents are available for your information on request:

- Crest Health and Safety Management Practices
- Crest Environmental Management Plan
- Crest Spill Response Plan
- Material Safety Data Sheets
- Crest Chemical Formulation Criteria

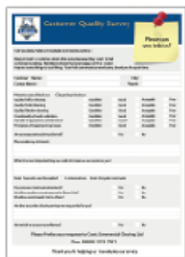


# Customer Care

## Standards and Compliances

Crest’s customer care procedures are designed to ensure that the quality of our service does not merely fulfill our customers’ expectations, but surpasses them.

Crest adheres to a comprehensive set of corporate systems and protocols, which ensures that our relationships with customers are conducted professionally, at all levels of contact.



### Crest Quality Assurance Protocols

Local regional managers are responsible for assuring the quality and reliability of all our services. For large-scale premises we create site-specific Quality Audit documentation to meet the site’s individual requirements.

### Customer Quality Feedback

We regularly ask all our customers for feedback on our service. Online customer quality feedback systems provide easy access, enabling our managers to maintain a clear picture of the quality of our work and to address any issues immediately.



### Customer Relationship Management

Crest’s Quality Assurance, training and invoicing systems are designed to make dealing with Crest cost effective, efficient, pleasant and rewarding. The evidence of this is in the long-term relationships we build with our customers. Naturally we follow the same long-term relationship philosophy with our own people too. The length of service of Crest personnel far exceeds industry norms.



### Communication Books

We recognise that communication is an important part of customer satisfaction. Each customer site has a communication book to relay “day to day” communication and also to log additional requests. All personnel are trained to respond promptly to customer requests and instructions.

### Customer Care Documentation

Crest has formalised all its management systems and requirements. The following documents are available to be viewed on request:

- Crest Quality feedback forms
- Crest site-specific Quality Audit forms
- Crest Quality Training manual
- Customer references

