

Introducing CrestClean's Standards and Compliances

Established in 1996, Kiwi owned CrestClean operates in 24 regions around New Zealand.

Our team of over 1790 personnel clean for more than 3700 customers, including corporate offices, retail premises, healthcare, manufacturing and industrial sites, schools and childcare centres.

We're proud of our people and our passion for 'best practice' cleaning that improves both the health and the hygiene of your workplace environment.

The following document sets our Standards and Compliances across the Five Pillars of our business, that support our company's consistent delivery of high quality cleaning services.

- **Health and Safety**
- **Training and Qualifications**
- **Environmental and Sustainability**
- **Security Vetting and Insurance**
- **Customer Care**



Health and Safety

Standards and Compliances

SafeClean® complies with ASNZ: 4801, ISO: 14001, Contractor Prequalification and ACC Workplace Safety Management Practices. Our system meets ‘best practice’ requirements for safe working procedures, workforce participation, corporate responsibility and governance.



SafeClean® Health, Safety and Environmental Management System

SafeClean® is an industry leading Health, Safety and Environmental Management System (HSEMS) specifically designed to minimise the risks of our cleaning at your premises.



Positive Health and Safety Culture and Site-Specific Inductions

Awareness of Health and Safety is integrated into our day-to-day activities, empowering our personnel to continually participate in making their workplaces safer. They’re properly inducted onto your site and receive site-specific Health and Safety training. Site Safe Passports are issued where required.



Contractor Prequalification

CrestClean holds Contractor Prequalification status with CPNZ Ltd, an independent assessor of the Health, Safety and Environmental practices of contractors. See www.prequal.co.nz.



Master Cleaners Training Programmes

Our personnel are professionally trained by the Master Cleaners Training Institute, which provides industry specific training and regular upskilling in Health and Safety and Environmental procedures. All personnel complete an annual online Health and Safety update.



Reduced Absenteeism

A clean, hygienic workplace is not only a legal requirement – it can also create significant savings by improving staff productivity through fewer days lost to sickness. CrestClean’s Sanitising Service kills bacteria and viruses, helping to prevent the spread of colds and flu among staff and customers.



Health and Safety Documentation

The following documents are available on request:

- SafeClean® Health, Safety and Environmental Management Systems Booklet
- CrestClean’s Health and Safety Policy
- Site-specific Health and Safety Management Plans
- Site Safe Passports
- Material Safety Data Sheets

www.crestclean.co.nz/health-safety



Training and Qualifications

Standards and Compliances

No other cleaning company matches our commitment to ongoing training and upskilling. All our personnel undertake formal training programmes including practical cleaning training, proficiency assessments and annual upskilling throughout their CrestClean careers.



Master Cleaners Training Institute

The Master Cleaners Training Institute is a respected training organisation that has delivered internationally recognised programmes including courses accredited by the British Institute of Cleaning Science (BICSc). More than 500 CrestClean cleaners have gained the BICSc Professional Skills Suite Certificate.



Certificate in Commercial Cleaning

Master Cleaners Training Institute has introduced the Certificate in Commercial Cleaning (CCC), specifically designed to meet the NZ cleaning industry needs. A 'Licence to Clean', course covers practical cleaning techniques, hygiene and industry specific Health and Safety and Environmental procedures.



Health and Safety Training

Health and Safety training is provided through formal training and skills development modules. Site-specific Health and Safety inductions are undertaken on our customers' premises. All personnel complete an annual online Health and Safety update.



Contractor Prequalification and Site Safe

Our workforce is trained to operate under SafeClean®, our Health, Safety and Environmental Management System that meets Contractor Prequalification. All personnel are inducted onto sites and hold Site Safe Passports where required.



Annual Upskilling

All personnel receive annual upskilling, and cleaning equipment and chemicals are audited twice yearly to ensure safety and consistent standards of quality.

Training Documentation

The following documents are available for your information on request:

- Master Cleaners Training Institute Programmes
- Course completion certificates including NZQA and BICSc unit standards
- Records of Site-specific Health and Safety inductions
- Site Safe Passports

www.crestclean.co.nz/training-qualifications



Environmental and Sustainability

Standards and Compliances

CrestClean is committed to environmental sustainability. Our workforce is equipped with the latest safety management systems and Green Cleaning innovations to enable minimal environmental impact.



SafeClean® Health, Safety and Environmental Management System

SafeClean® complies with ASNZ: 4801, ISO: 14001 and ACC Workplace Safety Management Practices. CrestClean holds Contractor Prequalification status with CPNZ Ltd.



Green Cleaning

Green Cleaning processes reduce our environmental impact and make workplaces safe and hygienic. CrestClean's day cleaning service can help you save money on energy costs.



Microfibre Mops and Cloths

Our high-tech microfibre cloths and mops minimise the use of chemicals and our colour-coding system reduces the risk of cross-contamination.



Environmentally Responsible Products

CrestClean's specially formulated Environmentally Responsible products clean effectively without endangering the health of your staff and customers.



Training in Environmental Management and Green Cleaning

Our personnel are trained in the latest Green Cleaning techniques by the Master Cleaners Training Institute, which provides industry specific training and regular upskilling in Health and Safety and Environmental procedures.



Environmental and Sustainability Documentation

The following documents are available for your information on request:

- SafeClean® Health, Safety and Environmental Management System
- CrestClean's Environmental and Sustainability Policy
- Chemical Formulation Criteria and Material Safety Data Sheets
- Site-specific Environmental Management Plans
- CrestClean Spill Response Plan

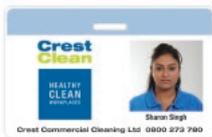
www.crestclean.co.nz/environmental



Security Vetting and Insurance

Standards and Compliances

CrestClean adds a higher level of security to your property. Our reputation for trust has been achieved through our careful selection of personnel and our comprehensive security protocols.



Character and Background Checks

Our Security Vetting process includes a Ministry of Justice criminal background check, confirmation of good character by personal referees, and a credit check to ensure the applicant's financial prudence. This gives CrestClean and our customers confidence in the honesty and integrity of the people who are cleaning their premises.



Uniforms and Photo ID

CrestClean 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.



Owner Operator Business Model

CrestClean's service delivery is via franchised owner operators who have financially invested in their own small businesses. They take security very seriously, as any breach places their business at risk. With an average tenure of more than 5 years, you can be confident you are dealing with a secure and stable workforce.



Site-Specific Security and Health and Safety

Industry leading training and site-specific Security and Health and Safety inductions lowers the risk of incidents on your premises. Our personnel are experienced in working with security procedures and they can always be reached by mobile phone while on your premises.



Public Liability Insurance

CrestClean holds Public Liability insurance cover of \$20 million.

Security and Insurance Documentation

The following documents are available on request:

- Ministry of Justice Criminal Background Checks
- Register of Personnel On-site
- Site-specific Health and Safety and Security Inductions
- Personnel Confidentiality Agreements
- Public Liability Insurance Policy

www.crestclean.co.nz/security-insurance



Customer Care

Standards and Compliances

CrestClean's customer care procedures reflect a commitment to providing service that surpasses expectations. CrestClean personnel adhere to a comprehensive set of corporate systems and protocols, making our relationships with customers professional at all levels of contact.



CrestClean Quality Assurance Protocols

Local Regional Managers are responsible for ensuring the quality and reliability of all our services. For large-scale premises we create site-specific Quality Audit documentation to meet every client's individual requirements.

Customer Quality Feedback

We regularly ask all customers for feedback on our service. Online quality feedback systems are easily accessible, enabling our managers to check and maintain the quality of our work and address any issues immediately.



Owner Operator Business Model

CrestClean's service delivery is via franchised owner operators, so our personnel have a vested interest in maintaining excellent customer relationships. Our average length of service is more than 5 years, so you can be confident you're dealing with industry professionals.

Customer Relationship Management

Our centralised quality assurance, training and invoicing systems make working with us cost effective and efficient. We build long-term relationships with our customers, a philosophy that continues within our company. The length of service of CrestClean personnel far exceeds industry norms.



Communication Books

All personnel are trained to respond promptly to customer requests and instructions. Every site has a dedicated Communication Book for day-to-day messages and to log additional requests.



Customer Care Documentation

The following documents are available to be viewed on request:

- CrestClean Quality Feedback Forms
- CrestClean Site-specific Quality Audit Forms
- CrestClean Quality Training Manual
- Customer References and Testimonials



www.crestclean.co.nz/customer-care