



Company Portfolio

Property & Facility Services

CLEANING | MAINTENANCE | SITE SERVICES

EST. 1977





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A guide to Marvel Co - how we run a contract, who leads it, and the systems that keep every site to standard.



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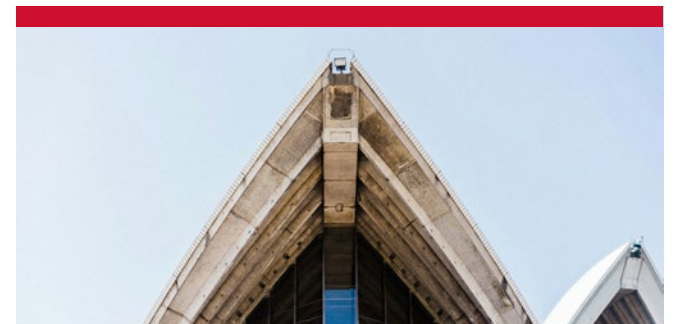
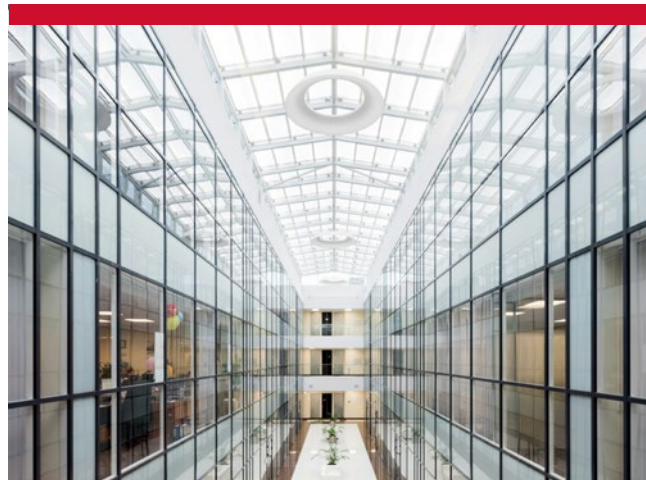
Executive Summary

Marvel Co keeps properties clean, safe and running, backed by a dedicated management team, a 24-hour point of contact, and a help desk that carries every request through to completion.



Marvel Co prides itself in meeting the following:

- The quality standards set by our clients and importantly the quality standards we expect in the delivery of our services. We aim to provide these services at a cost effective price.
- Our service delivery remains flexible to the changing needs of our clients through the life of the contract. This is very evident in function, performance, leisure and venue style cleaning where service delivery times and the like may vary depending on the usage and needs of the facilities and cleaning outcomes.
- We provide a 24 hour point of call and a dedicated management team to each project.
- In addition where appropriate we provide our clients with a help desk service which assists in the allocation of work requests. Our help desk liaises with the work request initiator and develops the best solution for the works to be carried out. This may include but not be limited to providing quotations, responding to work orders, dispatching appropriate staff and resources, getting work signed off as completed and referring any information back to the person who requested the works.
- Importantly we personalize our service to meet client needs.
- We can provide on site staff to any project and/or dispatch mobile crews experienced in every aspect of the projects we undertake.
- The quality and efficiencies of our services are monitored and reviewed for continuous improvement. This is achieved through regular internal inspections, audits and reporting and external feedback from our clients. Summary reports are provided to our client's if required.



Marvel Co has experience in cleaning for a variety of client groups and organisations in:

- Commercial Offices
- Retail premises including Shopping Centres
- Special Events
- Strata & Residential Premises
- Clubs, Restaurants & Hotels
- Banks
- Schools
- Child Care Centres
- Warehouses
- Sporting Facilities
- Vehicle Detailing
- Carpet Cleaning

We implement Quality Control practices for all our contracts based on both the contract requirements and industry best practice. Our commitment includes continuous improvement of the Quality of our services and importantly we strive to achieve improvement in our service delivery in a safe and environmentally conscious manner. We have a rigorous OHSE management system which meets the requirements of legislation in each State and is modeled on risk management principles.



Company Experience & Referee's

In the cleaning and facility services industry since 1977 across commercial, retail, industrial, event, residential, educational, health and transport sites.



Company Experience

Marvel Co management and staff have been involved in the cleaning industry since 1977 with experience in areas as varied as commercial , retail, industrial , event, residential , educational , health and transport. Our company remains abreast of changes in industry regulations, technological innovations, welfare and safety.

Our management and project personnel have clearly defined duties and responsibilities and are trained in all aspects of the service to be delivered. Our services are provided in a effectively within safety and quality controlled systems and frameworks.

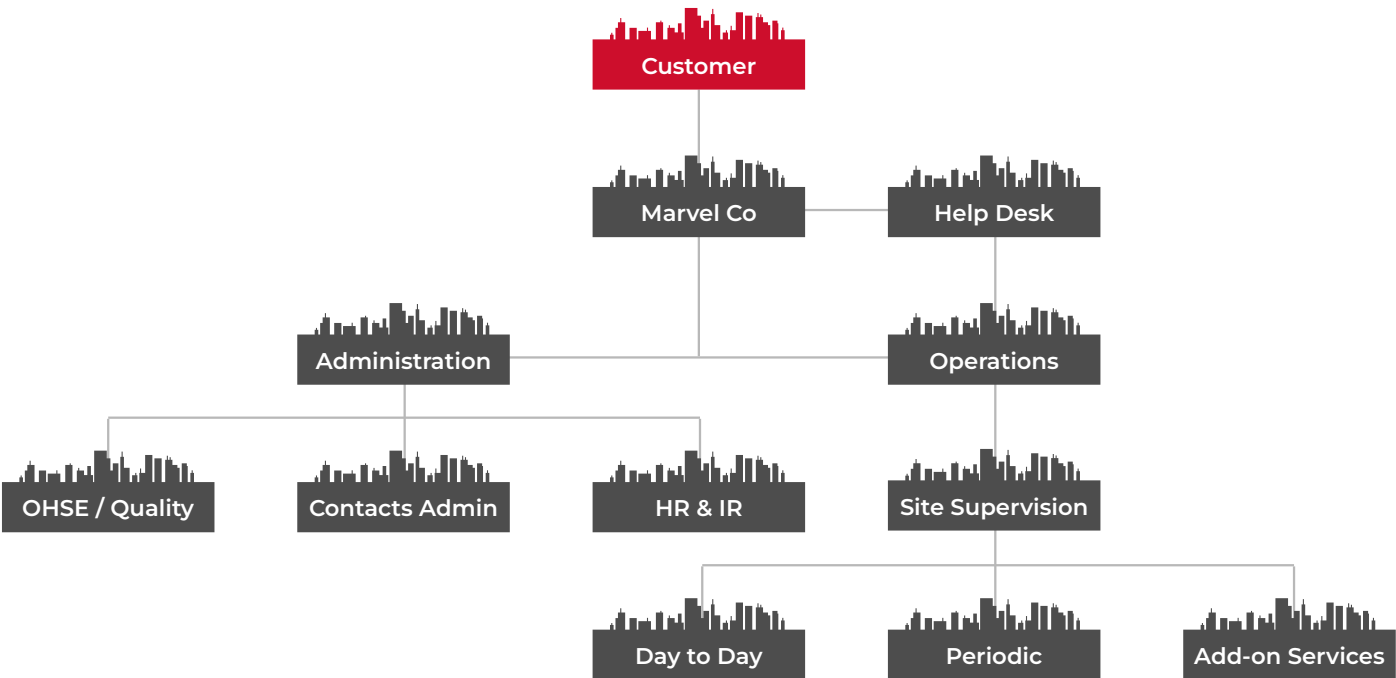
Marvel Co transitioning and mobilisation and the sustained quality of service is important to the success of our contracts.

We endeavour to provide competitive and cost effective services to our clients by remaining abreast of industry innovation and minimising overheads without compromising our companies' ethics or our client's standards.



Project Structure

Every contract runs through the same clear chain of accountability, from the client's initial request to the crew delivering it on site.



Project Operations

Clear roles on every contract from the project manager down to the crew on site plus the people leading our portfolios today.



Project Manager

- Experienced manager responsible administering and operating the contract.
- Ensures compliance with policies and procedures.
- Ensures compliance with contract conditions and specifications.
- Undertakes site visits to liaise with staff and clients.
- Provides updates and feedback on project outcomes.
- All managers will carry out and implement OHSE policies in their area/ workgroup. Managers must ensure everyone in their area of responsibility understands their own responsibilities to themselves and others under the act, in terms of their actions, behavior, cooperation and omissions.

Site Operations Manager

- Responsible for staffing, inspections and quality control on site.
- Attends to daily site operations
- Implements and ensures compliance with policies and procedures.
- Implements and ensures compliance with contract conditions and specifications.
- Orders materials and maintains company equipment in a safe working condition.
- All managers will carry out and implement OHSE policies in their area/ workgroup. Managers must ensure everyone in their area of responsibility understands their own responsibilities to themselves and others under the act, in terms of their actions, behavior, cooperation and omissions.





Cleaning Supervisors

- Responsible for the supervision of all staff on site to meet the requirements of the contract conditions and specifications.
- Responsible for staff welfare and ongoing training.
- Supervisors are responsible and accountable for practical matters to ensure:
 - ▶ Implementation of our OHSE programme. They also have a responsibility to ensure training, supervision and understanding of the OHSE programme and maintaining any records as required.
 - ▶ Interact with employees and encourage discussion and suggestions relating to health and safety.
 - ▶ Act as a go between on matters of concern to management or follow other any agreed consultation processes.

Project Administration

- The project will be supported by but not restricted to the following key areas of administration:
 - ▶ Help desk
 - ▶ Contracts Administration, Payroll and Accounts
 - ▶ Human Resources
 - ▶ System Management
 - ▶ OHSE
 - ▶ Quality Control



Key Personnel

Clear roles on every contract from the project manager down to the crew on site plus the people leading our portfolios today.



Principal

Mark Richardson has over 35 years experience in the property service sector. Mark's experiences includes, project management of cleaning, security and grounds maintenance contracts, in sectors diverse as retail, commercial, industrial, educational, event, health and transport. His experience has been gained in CBD, metropolitan, sub-regional and regional areas.

Mark will be responsible for the overall project operations, contracts administration and client liaison and will be fully supported by site and area managers.

Operations Manager

Nick Chandab is our operations manager and has over 24 years in the hospitality, tourism and services industry. Steve regularly attends our sites Australia and New Zealand.

Operations Manager

Noora Jamal has over 30 years experience in the cleaning industry. This experience includes servicing some of the biggest corporations in Australia including Optus, Commonwealth Bank and Westfield Shopping Centres.

Abir Jamal has been part of Marvel Co since its inception . Abir has gained her diverse range of skills in areas of including retail , commercial, educational, and event sites.

The portfolio manager's responsibilities to their contracts in their portfolio include ongoing staff training, maintenance of equipment, maintaining material stocks, inspection reporting and liaison with the client's representatives.

Systems Manager

Mellissa Cody is our OH&S and Quality Control Systems Management with over 20 years experience in the services industry. Tracy has extensive experience in event and hospitality services supervising and managing a variety of event sites including function cleaning, pre/during and post cleaning of stadia, racecourses, Olympic 2000 venues, and other events such as concerts.



Human Resources

Cross-trained, safety-inducted staff, and commercial-grade equipment kept in safe working condition.



Marvel Co will provide qualified and experienced staff capable of meeting the requirements for the contract:

- Staff are selected on the basis of experience and qualifications with emphasis on their appropriateness for the position, honesty, integrity and enthusiasm.
- Staffs are cross-trained in their duties and the duties of others to ensure experienced staff can be called upon to provide emergency and standby staff as necessary.
- Staffs are provided with safety induction for the company, the site and their duties and are required to demonstrate their ability to perform their duties in a safe and effective manner.
- Supervisory staffs are employed as required to ensure staff are able to meet contract outcomes and specifications.
- All employees acknowledge they have specific and serious responsibilities under all OHS legislation. These relate to the health safety and welfare of themselves and every other person legitimately on the business premises.
- Every employee acknowledges they must not endanger themselves or others and under the Occupational Health and Safety Act, may not engage in "horseplay", practical jokes or similar behaviour.
- Each employee owes a duty of care whilst at work and this includes anticipating and rectifying potential sources of harm before they become a problem. Specific instances can relate to exits blocked by goods or objects, dangerously stacked goods, operating machinery whilst unlicensed to do so, failure to clean up spillages, clearing falling hazards, failure to report incidents or near misses, and failure to use provided safety equipment.
- Employees are required to report any unsafe condition, unsafe equipment or unsafe practice to a member of the Management team immediately - as required under OHS legislation. Employees must not allow themselves or others to be endangered by using unsafe equipment or by working in an unsafe manner.





Uniforms and Identification

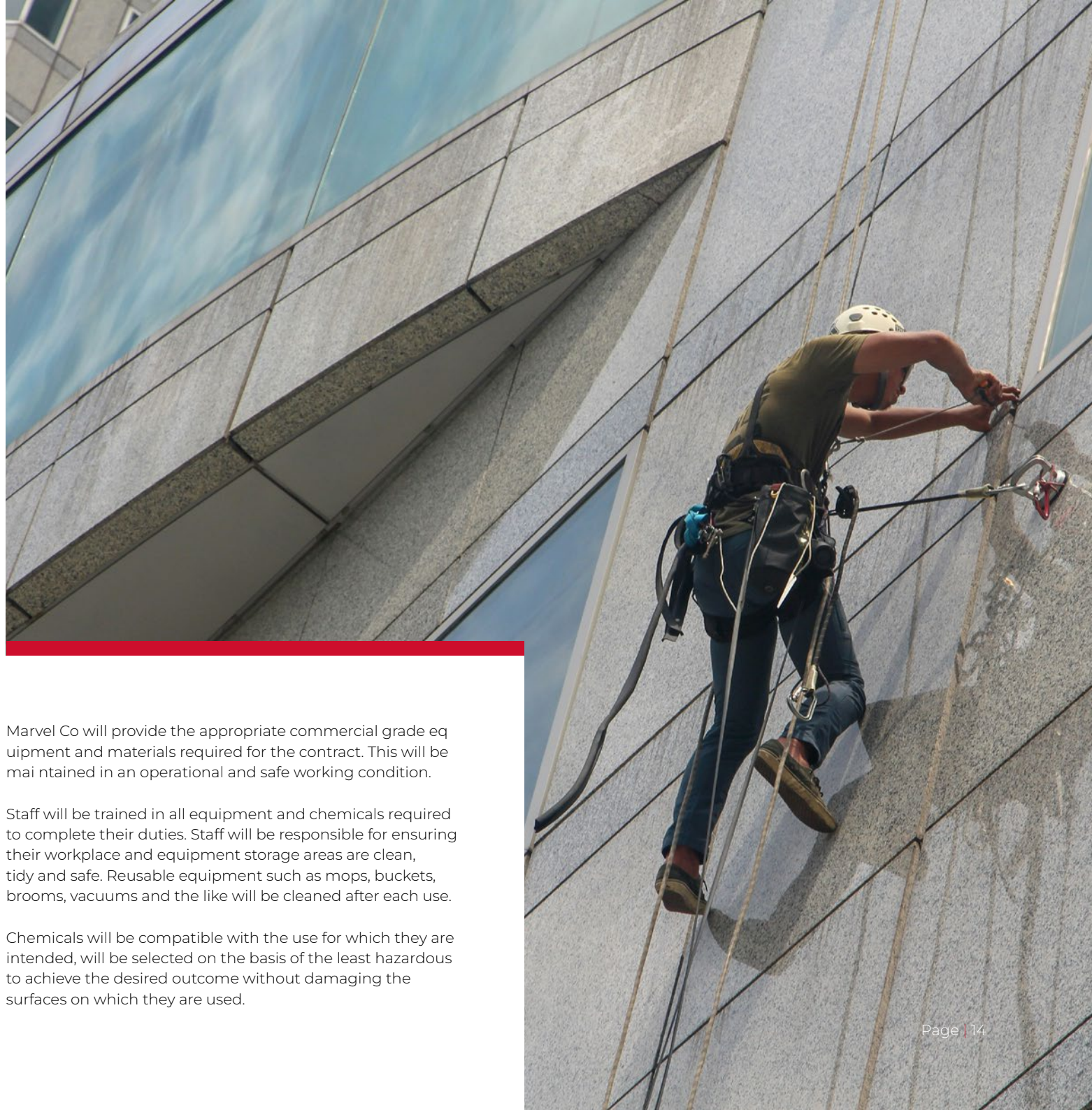
Unless client specific uniforms are required, all staff will wear Marvel Co uniforms. Staff will also be issued with the appropriate PPE to meet OHSE requirements if required as part of their duties.

Staff Training

- Staff will be provided with the following training:
- Site and safety induction training
- Position descriptions, safe work practices and duties
- OHSE hazard identification, risk assessment and controls
- Quality systems, contract specifications and performance outcomes
- Equipment operation
- Chemical usage
- Security and emergency procedures
- Customer service
- Inspection and reporting procedures
- First aid, incident reporting and safety guidelines

Materials and Equipment

Cross-trained, safety-inducted staff, and commercial-grade equipment kept in safe working condition.



Marvel Co will provide the appropriate commercial grade equipment and materials required for the contract. This will be maintained in an operational and safe working condition.

Staff will be trained in all equipment and chemicals required to complete their duties. Staff will be responsible for ensuring their workplace and equipment storage areas are clean, tidy and safe. Reusable equipment such as mops, buckets, brooms, vacuums and the like will be cleaned after each use.

Chemicals will be compatible with the use for which they are intended, will be selected on the basis of the least hazardous to achieve the desired outcome without damaging the surfaces on which they are used.



Mobilisation

Our strategy will be to have employed all staff for the project with training and equipment delivery prior to contract start. Our transition and mobilisation planning items follow:



01	Appoint/ Introduce Transition Team	10	Incumbent Staff Selections To Client	19	Accounts & Payroll System Setup
02	Preparation of Roster & PD's	11	Staff Advertising/ Request To Agency(s)	20	Site Operations Manual Preparation
03	Staff Meetings - Incumbent Contractor	12	Offers of Employment - Incumbent	21	Site Audits
04	Contract Meeting	13	Incumbent Staff Acceptance/ Declines	22	Finalise Work Schedules
05	Incumbent Staff Applications	14	External Interviews	23	Quality/ OH&S System
06	External Advertisement(s) Placed Newspapers and EPE Staff	15	External Selections & Letters of Offer	24	Order/ Purchase Equipment
07	Incumbent Staff Interview Presentation	16	External Acceptance/ Declines	25	Identification of Additional Resources
08	Interview Incumbent Applicants	17	Induction of Staff	26	Review/ Finalise Transition Plan
09	Selection of Incumbent Applicants	18	Uniform/ ID/ Security Card Issue	27	Contract Commencement



Quality, Safety & OH&S

Our quality and safety frameworks, and how OH&S responsibility runs from the CEO down to every employee.



Quality Management

Quality Management is seen as integral to all Marvel Co projects and contracts. Marvel Co implements a systems management approach to quality control.

As a basis for the high standards that we set ourselves, we have adopted an integrated Quality Control System based on ISO9000 series and encompass all areas of project development, implementation and control of services.

The quality Standard has been revised to be business oriented and emphasis on customer satisfaction and continuous improvement.

The Standards can be customised to meet the specific requirements of each project, which means Marvel Co can provide quality services to any enterprise – large, small, public or private.

In terms of on site service delivery Marvel Co develops trains staff to meet best practice.

Compliance with desired outcomes is measured by the development and use of site specific inspection check lists and regular audits.



Safety Management

Marvel Co believes the health , safety and welfare of its employees , clients and visitors is a primary concern . To this end Marvel Co puts in place project specific systems to meet the requirements of industry best practice and the current legislation.

Marvel Co adopts a performance -based approach to occupational health and safety which mirrors the current legislation and meets prescribed controls in highly hazardous areas.

Our safety management systems are modelled on AS/ NZS 4360: 2004 – Risk Management, AS/NZS 4804:2001 – Occupational Health and Safety Management Systems and OHSE SubbyPack II from NSW Construction Safety Alliance.

Integral to the OHSE management systems implemented are the following key requirements:

- Identification of hazards
- Assessment of risk
- Elimination or control of risks
- Implementation of consultation arrangements
- OHS consultation training courses
- OHS induction training
- Safe work premises and working environment
- Safe Plant
- Hazardous substances
- Hazardous processes
- Workers Compensation and Rehabilitation



Occupational Health & Safety Policy

COMMITMENT

Marvel Co Pty Limited is committed to promoting and encouraging best practices to ensure a safe and healthy workplace. Accident prevention and the safety of employees are vitally important issues for the Management of this Company and our Occupational Health and Safety (OH&S) Management System is being implemented with this in mind.

Management will attempt to comply with the requirements of the Occupational Health and Safety Act 2000 and the Occupational Health and Safety Regulation 2001, the Workplace Injury Management and Workers' Compensation Act 1998, the Workplace Injury Management and Workers Compensation Regulation 2002 and all relevant codes of practice.

In order to work together to ensure that occupational health and safety practices are of the highest standard, management will regularly consult with employees. Consultation will enable employees to contribute to the making of decisions affecting their health, safety and welfare at work.

RESPONSIBILITIES

The CEO/Principal will provide the necessary training, information, supervision and resources that employees need to carry out their OHS responsibilities competently.

All Managers/Supervisors will meet their relevant responsibilities in providing and maintaining, as far as practicable, a working environment that is safe and without risk to health.

All employees are obliged to:

- Comply with their obligations under the Occupational Health and Safety Act 2000;
- Take reasonable care to ensure the health and safety of themselves, and others under their supervision at work;
- Use all provided personal protective equipment or clothing (PPE) in accordance with directions and report when this clothing or equipment requires repair, replacement or where risk assessment indicates the need for PPE to be provided by the employer;

- Cooperate with the organisation to enable compliance with any requirement under the OH&S legislation;
- Participate in any training and consultation arranged to support the implementation of this policy;
- Assist the employer by reporting and recording all incidents and hazards that may cause injury or illness;
- Cooperate fully with the company initiatives in ensuring the discharge of its duties in all matters of health, safety and welfare.



Occupational Health & Safety Policy (don't)

OHS PROCEDURES

Quality Management is seen as integral to all Marvel Co projects. This company is implementing safe systems and will delegate responsibilities to:

- Identify all current and foreseeable workplace hazards, assess the risks associated with them and develop strategies to eliminate or control the risks;
- Maintain an appropriate workplace incident and injury reporting system that will provide the organisation with information to help prevent incidents and work related injury or illness in the future;
- Encourage employees to report to their supervisor any suspected workplace hazard, work related injury or illness affecting themselves or others, at the earliest opportunity without prejudice to any employee;
- Conduct investigations into all accidents and incidents that may expose a person to the risk of injury or illness or result in injury or illness;
- Provide for the prompt management of injured employees and for their safe and timely return to work;
- Ensure that all contractors understand the safety standards expected
- of them and that they meet these standards when carrying out their work;
- Ensure that suppliers of equipment and substances understand and meet the company's safety standards;
- Ensure safe premises, including safe access or exit from the premises, either directly or negotiated with the controllers of the premises;
- Establish emergency evacuation procedures;
- Provide adequate facilities for the welfare of employees at work.

People, Customers & Environment

Fairness for our people,
reliability for our clients, and a
responsible approach to the
environment we work in.



Injury Management Policy

Injury Management is the process that comprises activities and procedures established and undertaken for the purpose of achieving a timely, safe and durable return to work for workers following workplace injuries/illness. (Ref QBE)

RETURN TO WORK PROGRAM

Marvel Co is committed to the rehabilitation of injured workers. In consultation with our employees (and any industrial union representing them) we have developed the following return to work program.

OUR COMMITMENTS ARE

- To return an injured employee to work as soon as possible (subject to medical opinion).
- To commence the occupational rehabilitation process as soon as possible after workplace injury.
- To provide early access to rehabilitation services (ie. industry coordinators and/or rehabilitation providers) for workers who need them.
- To maintain the confidentiality of rehabilitation records.
- To provide suitable duties/employment, where reasonably practicable, to injured employees and to otherwise assist them with their return to work in a safe and proper manner.

- To consult with our employees and any industrial union representing them, to ensure that our return to work program operates effectively.
- To ensure that participation in the Injury Management and/or Return to Work Programs will not prejudice an injured workers rights. It is the organisations policy to fully inform such workers of their rights and obligations in relation to:
- their right of choice of nominated treating doctor and rehabilitation provider, their access to interpreter services where appropriate,
- their right not to be dismissed within 6 months of injury, solely or principally due to that injury,
- their participation in a return to work program, which will not of itself, prejudice an employee in either job security, promotion or workers compensation benefits,
- their non-participation in an Injury Management Plan or Return to Work Program, which may result in suspension or reduction of weekly benefits,
- their nomination of a treating doctor who is willing to participate in the development of, and in the arrangements under an Injury Management Plan.



Quality Policy

Marvel Co provides property services in a broad range of business areas.

It is Marvel Co's intention to provide quality services on an ongoing basis to our clients throughout our contracts.

Marvel Co has a commitment to development and implement quality management systems based on ISO9000 series and continually improving its effectiveness by:

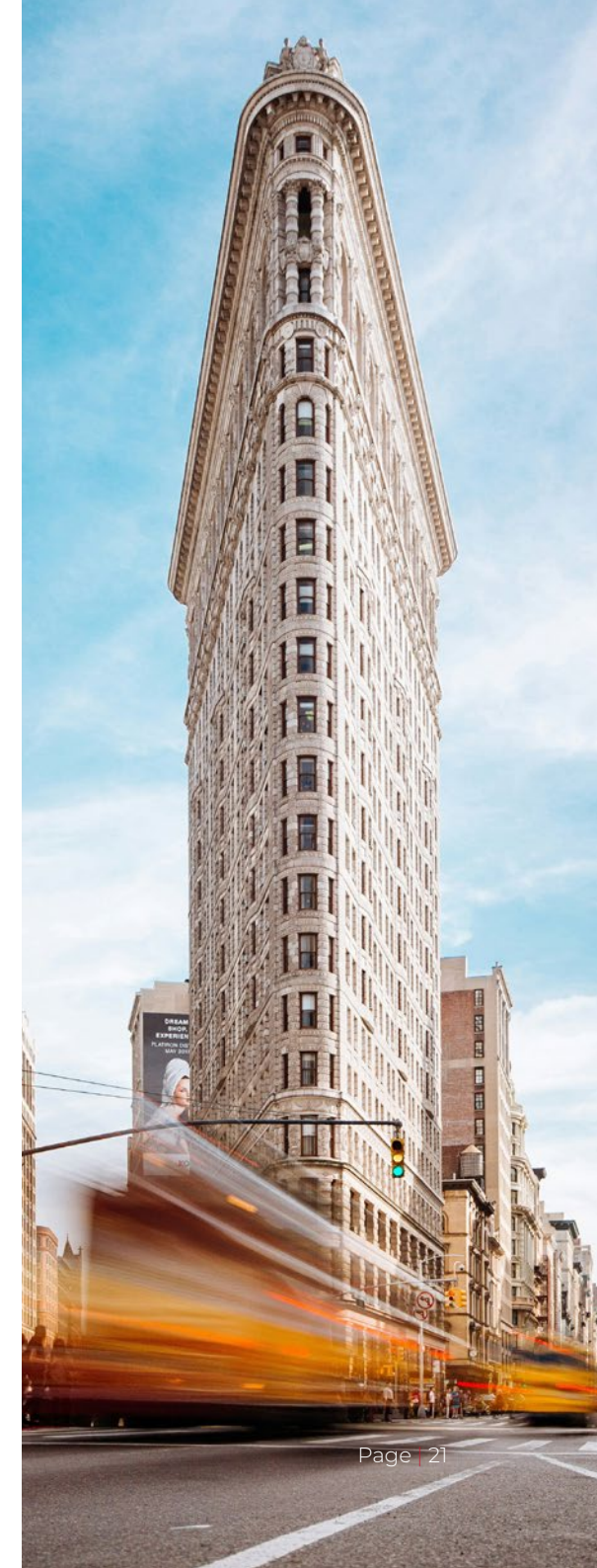
- Communication to our management and employees the importance of meeting regulatory, industry and customer requirements,
- Ensuring quality objectives are recognised and outcomes are met,
- Conducting site, operational, administrative and managerial reviews,
- Ensuring the availability of resources.
- This is achieved through:
 - ▶ Implementation of management systems
 - ▶ Training of staff at all levels
 - ▶ Specification and contract compliance
 - ▶ Support from manufacturers, suppliers and service personnel
 - ▶ Resource allocation,
 - ▶ Continual review.

Equal Opportunity Policy

Marvel Co commitment to equal opportunity in employment and welfare for staff is consistent with the principles of fairness and equity and conforms with the principles of equal opportunity and anti-discrimination legislation.

Marvel Co accepts that it has a responsibility to create an employment environment free of discrimination. It will ensure that its structures and practices are free from direct or indirect discrimination based on age , gender , marital status , carer status , pregnancy , parenthood, physical features, sexuality, sexual orientation, gender identity, social and economic circumstances, race, disability, religious and political beliefs , and activities, industrial activity and personal association with a person who could be discriminated against.

Marvel Co recognises it has a responsibility to take positive steps to overcome inequality of opportunity.



Customer Service Policy

Marvel Co is committed to providing friendly , helpful customer service as well as the safe and reliable supply of property maintenance and auxiliary services.

We will achieve this by:

- managing our customers' expectations to maximise satisfaction and honouring commitments made to customers
- working cooperative with other business areas for the benefit of our customers
- providing good customer service in a safe and cost effective manner
- continually monitoring our service and recommending improvements
- recognising and rewarding employees for exceptional customer service
- Marvel Co is responsible for this policy and monitoring compliance with the policy.
- Managers are responsible for:
 - promoting and developing a customer service culture within their work groups
 - ensuring customer service is provided in a safe and cost effective manner
 - consistently meeting Customer Service Standards and other commitments made to customers
 - ensuring employees have a clear understanding of the Customer Service Standards, Customer Complaints and Handling Processes
 - providing supervision, instruction and training to employees





Environmental Management Policy

Marvel Co is committed to the continual improvement in its service delivery and to achieve this in an environmentally responsible manner and to Implement and maintain an Environmental Management System to ISO14001 requirements. We will endeavour to:

- Comply with all relevant environmental legislation and regulations, and other initiatives to which we subscribe;
- Incorporate environmental better practice into our business plans, management and operational processes;
- Minimise negative impacts we may have on the environment and implement pollution prevention practices through the efficient use of resources, and the reduction of emissions and waste;
- Provide regular monitoring and reporting against environmental indicators to all staff;
- Ensure we work closely with our clients, suppliers, local communities, and other interested parties to continually improve our processes in environmental better practice;
- Foster the initiation and ownership of environmental activities by all our staff, thereby building a strong environmentally aware business culture.



Let's talk

For quotes, contract enquiries or to discuss a site's specific needs, reach us through any of the details opposite.



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Cleaning | Maintenance | Site Services