

THE FOLLOWING IS AN EXTRACT OF INFORMATION PROVIDED BY
OITA FACILITY MANAGEMENT

CORRECT AS OF 13 AUGUST 2020

Contact Information

Oita Facility Management
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General Pricing Information

COVID-19 Deep Cleaning Rates

- Indoor Cleaning (Metro & surrounding 50 km) - \$2.25/m²
- Indoor Cleaning (50-300 km from Sydney CBD) - \$2.35/m²
- Indoor Cleaning (> 300 km from Sydney CBD) - \$2.60/m²
- Outdoor Cleaning (Metro & surrounding 50 km) - \$1.90/m²
- Outdoor Cleaning (50-300 km from Sydney CBD) - \$2.00/m²
- Outdoor Cleaning (> 300 km from Sydney CBD) - \$2.15/m²

Notice of Engagement Conditions

- Not provided.

Other information provided

- Certificate of completion sample (NOT PROVIDED)
- Further commercial background information (see following)

Environmental Cleaning of Facilities for COVID-19 (Coronavirus)



OITA Facility Management
www.oita.com.au



COVID-19 DEEP CLEANING SPECIALISTS

Protect your business and your employees with our hospital grade disinfectant and decontamination services.

- ★ Rapid Response Rate
- ★ 24/7 Availability
- ★ Decontamination Certificate

Our highly skilled & trained staff are able to deliver a fully secure decontamination and deep cleaning service to your facility whether that is in the private or public sector.

1300 037 538 
WWW.OITA.COM.AU



OITA EXPERIENCE AND CAPABILITY:

OITA is an experienced, stable cleaning provider with over 15 years' operating experience throughout Australia. We have an established reputation for providing professional, responsive, efficient and high-quality services across a diverse range of private and public-sector environments. We understand that there is no 'one size fits all' approach when it comes to commercial cleaning. Our cleaning services include Government, Hospitality, Commercial and Industrial, Retail, Education, Health and Fitness, Resource and Infrastructure and Real Estate. Company was established in 2003 and was renamed as OITA Facility Management due to trademark issue.

In the face of the current global health crisis, it is of critical importance to undertake large scale environmental cleaning for sustained prevention and control. Our company specializes in conducting multidimensional intervention which comprises cleaning and disinfection of the environment together with our support programs for effective execution.

OITA has strong workforce of over 850 nationally and 297 off them in NSW. We are constantly developing new methods, tools, and materials to improve our cleaning methods as well as the working conditions of our employees while minimizing negative effects on the environment.

We are a provider of integrated facility services including:

- Commercial Cleaning and associated soft facility maintenance services.
- Maintenance Services-facility repair and maintenance services; and
- Aged Care Services-specialised and experienced aged care facility services-cleaning and maintenance.

Our extensive experience in cleaning, complete facility services and reporting provides us with a clear insight into our customers' needs and enables us to continuously deliver a service that is thorough and meets specifications.

OITA has the capacity and systems to meet all contract requirements. We also have the capability to provide our clients with any additional facility management, logistics and disaster recovery services required.

Our Organisational Strengths

We provide on-site as well as off-site organisational support as a crucial element of our services for the successful execution of operative environmental cleaning.

Our central organisational aspects are:

- Administrative assistance and leadership support
- Integrated communication system to facilitate cleaning operations
- Demarcated management structures and roles

It is our policy to provide a focal point in order to execute the cleaning operations smoothly well within the time frame. Our Operations Manager develops environmental cleaning policy specifically designed for a particular facility, site, etc. We also maintain and monitor standard

operating procedures for all the cleaning responsibility ensuring that all the activities are conducted according to the protocol to execute a successful implementation. Our Operations Manager also makes sure that the cleaning materials and equipment are accessible in the needed measures. On top of that, we provide a daily briefing to our staff to keep them informed about the timelines and tasks at hand along with the daily reports to designated authority to keep them in the know of our progress.

We aim to work out an integrated form of two-way communication to work through technical and problematic areas. We believe that a strong communication system offers insight into the required details of the environmental cleaning operation. To this end, we have a multi-sectorial planning commission to keep all the stakeholders informed about the policy, process, progress, and services agreements. We also undertake regular meetings with all the stakeholders to discuss technical aspects, timelines, progress, and feedback.

We believe that the sustainable environmental cleaning operations require rapid workforce mobilization from which we have established a system based on clear reporting lines, well-defined management structure, on-site and off-site supervision, and emergency points of contacts.

We provide best practices through direct incorporation of feedback into our workforce planning and execution framework. Our workforce gets swiftly mobilized as we make sure that the tasks are communicated effectively, supplies and equipment are readily accessible, and reporting and contacting lines and processes are well defined. We utilize the supervisor-cleaner technique to maintain high standards of performance. Our workforce is trained in the discipline of time management in order to reach completion with high performance well within the deadlines to allow for the review and subsequent revision. We operate on the principle of the appropriate staffing levels method to provide appropriate training in services, procedures, and equipment. Our workforce is also well versed in the identities and risks of chemicals involved in the cleaning procedures.

We consider rapid workforce mobilization as one of the critical success factors of our company through which we attain a competitive advantage. We deploy various methods to estimate the staffing requirements based on the timelines given to us by our clients to guarantee successful completion. We also use empirical estimation to calculate workforce needs, date of completion, and project details which we keep on updating as we move forward.

Our rapid workforce mobilization strategy includes:

- Maximization of workforce mobility abilities
- Talent mobility management
- Staff empowerment
- Training in chemicals, risk management, time management, germs, bacteria, viruses, transmission, etc.
- Rewards based on swift efficient performance

We believe that workforce mobilization enhances organizational performance. The ability of real-time rapid response has the potential to amplify the workforce's productivity and, streamline complex operations.

Pre-COVID 19 Sanitisation Measures

We believe, a keyway to protect workers and others from the risk of exposure to COVID-19 is by implementing appropriate cleaning and disinfecting measures for your workplace.

A combination of cleaning and disinfection will be most effective in removing the COVID-19 virus.

Any surfaces that are frequently touched should be prioritised for cleaning, such as door handles, counters, phones, EFTPOS machines and workplace amenities, such as toilets. Any surfaces that are visibly dirty, or have a spill, should be cleaned as soon as they are identified, regardless of when they were last cleaned.

You should regularly clean and disinfect surfaces that many people touch. At a minimum, workplaces should be cleaned at least once daily. If your workplace has many customers or others entering each day, more frequent cleaning and disinfection is recommended.

You can rely on OITA FM as your trustable cleaning partner for pre-sanitisation by appointing us as your cleaning service provider where our **trained staff will carry out sanitisation of all the touch points and high traffic area to minimise the risk of COVID-19 every day before end of their shift.** By appointing OITA, as your cleaning service provider, **you will be getting free sanitisation service with your regular cleaning service which will be more economical for your organisation.**

OITA FM uses Viraclean® for disinfecting purposes, which is proven to kill Coronaviruses including SARS-CoV-2 (COVID-19).

Post COVID-19 Cleaning

In unforeseen scenarios, you can count us for COVID-19 post cleaning where all your premises will be deep cleaned and sanitised by approved chemical from trained specialised cleaning crew with proper protective equipments. Once completed, you will be issued with a letter from stating post covid-19 cleaning has been completed. You will be provided with the pictures and videos of during and after work process which gives you and your customer a complete peace of mind.

Cost

| SN | Description | Cost (per sq.m) | Remarks |
|----|-------------------------------------------------------|-----------------|---------|
| 1 | Indoor cleaning (metro and surrounding 50KM) | 2.25 | |
| 2 | Indoor cleaning (between 50KM 300KM from Sydney CBD) | 2.35 | |
| 3. | Indoor cleaning (more than 300KM from Sydney CBD) | 2.6 | |
| 4. | Outdoor cleaning (metro and surrounding 50KM) | 1.9 | |
| 5. | Outdoor cleaning (between 50KM 300KM from Sydney CBD) | 2.0 | |
| 6. | outdoor cleaning (more than 300KM from Sydney CBD) | 2.15 | |
| 7. | Carpet shampoo | 1.3 | |

Alternative offer:

If OITA FM is appointed for general cleaning of your premises, Oita will be carrying out deep initial pre-deep cleaning at free of cost.