

THE FOLLOWING IS AN EXTRACT OF INFORMATION PROVIDED BY
CHALLENGER SERVICES

CORRECT AS OF 14 AUGUST 2020

Contact Information

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General Pricing Information

COVID-19 Deep Cleaning Rates

- Weekdays: \$51.15 inc GST per hour
- Saturdays: 66.00 inc GST per hour
- Sundays: \$83.05 inc GST per hour
- Public Holidays: \$97.90 inc GST per hour

Pricing based on a minimum area of 150 m² and in the Sydney metropolitan area only.

Notice of Engagement Conditions

- Not provided.

Other information provided

- Certificate of completion and Service Report sample (see following)
- Overview and capabilities statement (see following)
- Certificates (see following)
 - QMS ISO 4801
 - QMS ISO 9001
 - QMS ISO 14001
 - HACCP
- COVID-19 Safety Plan
- Standard Operating Procedures – Infectious Outbreak and Control Cleaning (see following)
- Public Liability statement (see following)
- Workers Compensation statement (see following)



Terminal Cleaning Report Aveo Freedom OAC Northcote VIC

Title	Particulars
Document Title	Terminal Cleaning Report for OAC Northcote
Dated	03.08.2020 - 04.08.2020
Services	Terminal Cleaning
Site	OAC Northcote 160-162 Victoria Rd, Northcote VIC 3070
Principal Contact	Brett Kovac Head of Property and Facilities M: 0416 277 046 Email: brettk@oac.edu.au
Principal Senior Representatives	Angela Dorrian Senior Operations Manager M: 0476 169 065 Email: angela.dorrian@oac.edu.au
Supplier Senior Representatives ON-SITE	Marina Stojanovic Operations Manager VIC T: 1300 248 249 M: 0402 614 351 Email : Marina@csgroup.com.au
Supplier Senior Representatives OFF-SITE	Ian Langley General Manager Vic. T: 1300 248 249 M: 0434 626 665 Email: ian.langley@csgroup.com.au

1. Summary

Challenger Services Group (CSG) was requested to attend site on 03 August 2020 to undertake a Terminal Clean of specific areas within the OAC at Northcote facility.

CSG was instructed that the Facility did have a confirmed outbreak of COVID 19 or influenza but would like to take steps to disinfect the community centre and associated areas.

2. Implementation

Ian Langley, CSG General Manger for VIC was contacted by Brett Kovac Property and Facilities Manager on 31.07.2020 with instructions to mobilise a team and carry out a Terminal Clean at OAC Northcote on 03.08.2020.

Ian Langley implemented CSG Infection Control Emergency Response Protocols, to prepare a team to attend site to complete the infectious clean.

CSG Rapid Response Team East (All East Melbourne) was deployed, ensuring team members:

1. have not been overseas within the last 14 days
2. were not a member of a household of someone who had been overseas in the last 14 days
3. have not to their knowledge been exposed to anyone with COVID 19 or Influenza
4. have no symptoms of cold, flu, or any other illness
5. have been trained in the Australian Government Department of Health Coronavirus disease disinfection principles Version 2 dated 26 March 2020
<https://www.health.gov.au/sites/default/files/documents/2020/03/coronavirus-covid-19-environmental-cleaning-and-disinfection-principles-for-health-and-residential-care-facilities.pdf>
6. have received CSG SOP training for SOP C2.15: Infectious Disease Outbreak - Pandemic (Global Disease Outbreak), **attached** to this report
7. had all necessary chemicals, equipment and PPE
8. have had an influenza vaccine for 2020

3. Execution

Rapid Response Team arrived at OAC Northcote on the 03.08.2020 consisting of 10 team members. Leader present:

1. **Marina Stojanovic** – Team Leader

The CSG team met with Angela Dorrian, Senior Operations Manager, who gave direction as to all areas requiring treatment, following a Risk Assessment undertaken on arrival by CSG team leader Marina.

Marina went through CSG SOP training for SOP C2.15: Infectious Disease Outbreak - Pandemic (Global Disease Outbreak) with his team members again, providing refresher training, prior to work commencing.

The CSG Team carried out Terminal Cleaning to the following areas, as directed by Angela:

- All areas of the facility
- Amenities/Toilets
- Reception areas
- All furniture
- All Contact points
- All soft furnishings
- All toys and associated children's utensils.
- All clothing soft toys and cushion covers machine washed.
- All carpets and rugs steam cleaned
- All windows cleaned
- All external children's toys or playground equipment
- Kitchen and All equipment in the kitchen placed through a dishwasher cycle.

All work was carried out and completed between 03.08.2020 and 04.08.2020

All rubbish was placed in skip to be removed by external contractor.

4. Certification

All listed areas were cleaned using the chemicals and methodology set out in the **attached** CSG SOP C2.15 and in accordance with Australian Government Department of Health Coronavirus disease disinfection principles Version 2 dated 26 March 2020.

Machine Spec & Chemical SDS are **attached**.

Photos of areas cleaned are **attached**.

Yours sincerely,



Ian Langley

General Manager Vic.

Challenger Services Group Pty Ltd



CHALLENGER SERVICES GROUP

Childcare Cleaning Capabilities

CHALLENGER
SERVICES

OVERVIEW OF OUR SERVICES & EXPERIENCE

The highly contagious nature of COVID-19 and the various forms of transmission has resulted in a drastic change in the measures, frequencies and the way in which cleaning must be approached. Now more than ever, infection control and maintenance of the strict hygiene standards is of paramount importance across all industries and facilities.

For a high-risk environment such as childcare, it is pertinent to consider various measures you can take to promote to your parents regarding the increased measures to safeguard their children.

Proactive Measures

We have learnt that whilst increasing the frequencies in which we clean facilities and in particular the common touch points is vitally important, there is a clear need to employ specialist treatments and additional measures to safeguard all individuals.

As such, Challenger has formed a strategic partnership with Aeris Environmental whereby we utilise an advanced antimicrobial treatment, Aeris Active. This antimicrobial treatment protects surfaces from bacteria and viruses for 7 days or up to 200 touches. Many countries, including Australia have conducted laboratory testing and this chemical has been proven effective against COVID-19.

As the virus can be spread via surface transmission, we have rolled out this specialist weekly treatment across hundreds of sites including; aged care facilities, childcare centres, hotels, pubs, commercial properties, transportation assets and hubs (train stations, trains & buses) and education facilities.

How it works?

The treatment provides long-term microbial control with its patented invisible protective film, providing a barrier for 7 days/200 touches that COVID-19 cannot survive on.

1. Challenger will thoroughly sanitise all flat surfaces and touch points such as: tables, benches, doorknobs, desk, phones, light switches, toilets, basins etc.
2. The surfaces will then be treated with Aeris Active to provide residual protection from COVID-19, bacteria and other viruses for 7 days/200 touches.

We will provide all relevant information including technical data sheets, SDS and the official Australian announcement of its effectiveness against COVID-19.

Please refer to Supporting Documents ZIP: *SDS, Technical Datasheet & Australian announcement its effectiveness against COVID-19.*

Reactive Measures

Unfortunately, until a vaccination is available facilities need to ensure they have rigorous planning in place and a cleaning partner who can facilitate specialist terminal cleans required if a positive COVID-19 case takes place.

Infectious Outbreak Procedure

If an infectious outbreak does occur Challenger have a full procedure and specialist teams that are deployed to conduct a terminal clean of the affected area. When this occurs all items and surfaces in the area are thoroughly cleaned and disinfected in line with the Challenger's *SOP C2.2: Infectious Outbreak Cleaning*. Our infectious outbreak teams are equipped with hazmat suits, goggles, gloves and masks to carry out this specialist service. As a cleaning provider that services a vast industry cross section of high-risk facilities including aged care facilities, childcare centres, secondary and tertiary education institutions, transport and food manufacturing facilities we have extensive experience in carrying out infectious cleans.

In response to the COVID-19 outbreak, Challenger have implemented additional procedures, training and deployment of specialist teams to conduct terminal/environmental cleans at facilities that have had a positive COVID-19 case identified. We have invested in significant training and recruitment of appropriately qualified cleaners, site supervisors and operational management to ensure we have adequate teams to immediately deploy when this occurs at our client's sites.

Our teams have gained extensive on the ground experience since the outbreak of COVID-19 in Australia which has further enhanced their skills and capabilities. We have carried out terminal/environmental cleans in the following environments: aged care, childcare, transport and commercial facilities, education institutions and hotels.

In response to the COVID-19 pandemic, Challenger was certified by the NSW Government as a COVID-SAFE approved cleaning service provider. This has enabled us to support numerous hotels that have been utilised for quarantining overseas travelers. To date Challenger has serviced over 10,000 rooms in Sydney alone, across the following hotels: Swisshotel, Sydney, Ibis, Darling Harbour, Novotel, Darling Harbour, Novotel, Sydney Central, Pullman, Hyde Park, Intercontinental, Sydney, Crown Plaza, Melbourne, Novotel, Olympic Park, Pullman, Olympic Park. The services we are providing at these hotels are as follows:

1. **Non-Terminal Clean (Negative COVID-19 guest):** All items and surfaces in each room are thoroughly cleaned and disinfected as per our SOP for infectious cleans. Once these works are completed, the room is then sanitised fogged prior to handover. All common touch points are treated with Aeris Active providing a 7-day (200 touch) safeguard on surfaces from COVID-19.
2. **Terminal Clean (Positive COVID-19 guest):** All items and surfaces in each room are thoroughly cleaned and disinfected as per our SOP for infectious cleans. Once these works are completed, the room is then sanitised fogged prior to handover. All carpets and soft furnishings are steam cleaned. Curtains are removed ready to be sent out to your laundry/dry cleaning provider in infectious control bags. All common touch points are treated with Aeris Active providing a 7-day (or 200 touch) safeguard from COVID-19.

Please refer to Supporting Document Zip: *Covid-19 Safety Plan & SOP – Infectious Outbreak and Control Cleaning*.

COVID-19 TERMINAL CLEAN PROCESS

1. The childcare centre notifies Challenger of a service required.
2. Challenger’s specialist cleaning team arrive onsite changes into full PPE – including hazmat suits, goggles, masks, gloves etc. The team briefing is held by the Supervisor covering; safety, the work brief, reiterate SOP processes and team allocations.
3. Sanitation commences using both manual and fogging depending on area and item.
4. Walkthrough conducted at conclusion of service with Challenger with childcare centres stakeholders for hand over.
5. A comprehensive service report is then completed which includes photos and full details of the service completed which is signed and submitted by Challenger management

SCHEDULE OF RATES

CHALLENGER SERVICES GROUP - Schedule of Hourly Rates for Terminal Cleaning Services

Weekdays	Saturdays	Sundays	Public Holidays
\$ 46.50	\$ 60.00	\$ 75.50	\$ 89.00

Excludes GST

If required, we can provide a total service cost upon site inspection.

Please note: Rates include labour, PPE, chemicals, equipment and cleaning materials.

Challenger is a leading outsourcing specialist, delivering commercial cleaning, housekeeping, staffing and facility solutions nationally.

With over 25 years experience, our continued growth and success extends from our ability to deliver a full suite of cleaning solutions across a diverse range of environments.

INDUSTRIES & SUB-SEGMENTS

Commercial

- Retail Centres
- Commercial Buildings
- Strata Facilities
- Offices

Government

- City Councils
- Transport: Trains & Stations,
- Bus Depots & Buses
- Commercial Buildings

Education

- Childcare Centres
- Secondary Education
- Tertiary Education
- Student Accommodation

Aged Care

- Independent Living Units
- Serviced Apartments
- Residential Aged Care
- Respite Care

Hospitality

- Hotels
- Serviced Apartments
- Stadiums
- Pubs & Clubs

Food & Beverage

- Food Manufacturing
- Food Processing
- Airline Catering
- Commercial Kitchens

Our broad cross-section of experience as outlined above, has allowed us to gain significant exposure to numerous types of facilities and cleaning services, including many high risk, hygiene sensitive environments.

This experience has allowed us to develop stringent and site-specific sanitation programs, considered equipment and chemical procurement, fastidious infection control protocols and exhaustive staff training. Our compliance team ensures we are up to date with regulators and policy developments within each industry to allow for continuous improvement in our systems, procedures and service delivery.

Finally, we offer our clients value in one critical area that our competitors can't. Challenger has over 25 years experience as a leading cleaning service provider to Australia's five-star hotel market. By partnering with us, your staff, kids and parents will enjoy the level of experience and presentation standards you would receive in a five-star hotel.

SERVICES.

Daily & Periodical Cleaning



Carpet & Fabric Care



Integrated Facility Solutions



Public Area Attendants



Floor Maintenance Programs



High Window Cleaning



Security & Concierge



Infectious Outbreak Cleaning



CLIENTS.



BRAND PROTECTION

For our clients, this means your brand and reputation is not only protected by your strategic partnership with Challenger, it is enhanced. We achieve this through our exemplary service delivery and by adhering to best practice pricing and labour models.

For our team, this means their wellbeing, remuneration and professional development is not only something we consider a chief concern, but a responsibility. We achieve this by diligently examining procedure, requalifying for certifications and investing in the training and development of our team.

CERTIFICATIONS

- ISO 9001:2015 – Quality Management System
- ISO 14001:2015 – Environmental Management System,
- AS/NZ 4801:2001– Occupational Health & Safety Management System HACCP Certification
- HACCP Certification

WORK, HEALTH & SAFETY

Challengers Work Health & Safety System is certified to AS/NZS 4801. We have obtained this certification to ensure that our service is provided with a view to mitigate risks and potential hazards within our workplace and on our client's sites. Our aim is to keep our employees, clients, visitors and the public safe whilst delivering a quality service at all times. We achieve this via a number of different means, such as:

Standard Operating Procedures Library



Compliance Officers



Risk Registers



Extensive WH&S Training



Site WH&S Audits



AZ/NZ 4801:2001 Certification



Incident Reporting





APPROACH.

1

TRANSITION & MOBILISATION

We understand that a smooth and seamless mobilisation process is critical to the commencement of a cleaning partnership. With 25 years' experience in mobilising complex, large and multi-site cleaning operations across a number of industry verticals, often with challenging time frames we have developed the systems, procedures and operational expertise to deliver high quality site transitions.

2

RECRUITMENT & TRAINING

Challenger didn't happen upon the best cleaning teams by chance. Best practice in recruitment, induction and on-going training is at the forefront of our success; accordingly our approach is comprehensive, bespoke & in-depth in nature. Our high employee retention rate is achieved by our commitment to nurturing and investing in our team members via bespoke training plans and on-going opportunities for progression and development within the business.

3

SUPERVISION & MANAGEMENT

Site Supervision is arguably one of the most important functions in ensuring successful cleaning operations. Ultimately, this comes down to the expertise of our operational management and their supervisors. Challenger invest in professional and experienced cleaning operators and leaders who are an essential component of our high standard service delivery. Further we achieve this via utilising our Quality Control Systems, Audits and Reviews to monitor our service delivery.

4

QUALITY AUDITS

Challenger's regular quality auditing programs are a key component of our approach and service delivery. For this reason, Challenger conduct weekly site quality audits utilising iAuditor, our Quality Assurance Software. By regularly auditing, we provide our clients with transparency and insight into our performance and allow them to assess our effectiveness through the various reporting functions, data and statistics our system can provide.

5

SYSTEMS & SOFTWARE

Investing in software and systems that not only enhance our service delivery but also provide transparent real-time information for our clients is key. We utilise QA, Workforce Management and Time and Attendance software that provide us insight into our performance. Further, our bespoke client portals serve to provide our clients with all pertinent information at the click of a button. We continually invest in the best technology and systems for ease of doing business.

6

ACCOUNT MANAGEMENT

Challenger recognises that communication forms an important part in the commencement and ongoing partnership in the customer/supplier relationship with our clients. Our objective is to ensure there is a process and system to follow and a direct contact for any situation or circumstance that could arise We achieve this via: site contacts, weekly site visits, client portals, fortnightly zoom meetings, dedicated operations and area managers and a full escalation process for our clients.



THANK YOU

Alley Mugdan
Sales & Marketing Manager
0411 656 747
alley@csgroup.com.au

CHALLENGER
SERVICES



CERTIFICATE OF APPROVAL

No. 002-92101-S

This is to certify that the Occupational Health & Safety Management System at

**Challenger Group incorporating
Challenger Services Group Pty Ltd, Challenger Asia Pacific Pty Ltd, Challenger
Hospitality Pty Ltd, Challenger Commercial Pty Ltd, Challenger Services Group QLD
Pty Ltd, Challenger Services Group VIC Pty Ltd**

of

Level 3 - 55 Holt Street Surrey Hills NSW 2010

Has been examined by assessors of QMS Certification Services
and found to be conforming to the requirements of:

AS/NZS 4801:2001
OH&S Management Systems

In respect of the following activities:

The provision of cleaning services to the commercial, food
manufacturing & production and hospitality sectors.

This certificate is valid from: 20/02/2019 to 20/02/2022
Original certification date: 31/03/2010

Gerry Bonner, CPEng, BEng, FIE Aust, Chairman – QMSCS Pty Ltd
To verify the validity of this certificate please visit www.jas-anz.org/register



Accreditation Number
S1410994MA





CERTIFICATE OF APPROVAL

No. 002-92101-S

Schedule of Certified Locations

**Challenger Group incorporating
Challenger Services Group Pty Ltd, Challenger Asia Pacific Pty Ltd, Challenger
Hospitality Pty Ltd, Challenger Commercial Pty Ltd, Challenger Services Group QLD
Pty Ltd, Challenger Services Group VIC Pty Ltd**

Level 3 - 55 Holt Street Surrey Hills NSW 2010
62 Shepherd Street Marrickville NSW 2204
Suite 4 -24 Bay Street Southport QLD 4215
Unit 3, 273 Williamstown Road, Port Melbourne VIC 3207



Accreditation Number
S1410994MA





CERTIFICATE OF APPROVAL

No. 002-92101-Q

This is to certify that the Quality Management System at

**Challenger Group incorporating
Challenger Services Group Pty Ltd, Challenger Asia Pacific Pty Ltd, Challenger
Hospitality Pty Ltd, Challenger Commercial Pty Ltd, Challenger Services Group QLD
Pty Ltd, Challenger Services Group VIC Pty Ltd**

of

Level 3 - 55 Holt Street Surrey Hills NSW 2010

Has been examined by assessors of QMS Certification Services
and found to be conforming to the requirements of:

ISO 9001:2015
Quality Management Systems

In respect of the following activities:

The provision of cleaning services to the commercial, food
manufacturing & production and hospitality sectors.

This certificate is valid from: 20/02/2019 to 20/02/2022
Original certification date: 31/03/2010

Gerry Bonner, CPEng, BEng, FIE Aust, Chairman – QMSCS Pty Ltd
To verify the validity of this certificate please visit www.jas-anz.org/register



Accreditation Number
S1410994MA





CERTIFICATE OF APPROVAL

No. 002-92101-Q

Schedule of Certified Locations

**Challenger Group incorporating
Challenger Services Group Pty Ltd, Challenger Asia Pacific Pty Ltd, Challenger
Hospitality Pty Ltd, Challenger Commercial Pty Ltd, Challenger Services Group QLD
Pty Ltd, Challenger Services Group VIC Pty Ltd**

Level 3 - 55 Holt Street Surrey Hills NSW 2010
62 Shepherd Street Marrickville NSW 2204
Suite 4 -24 Bay Street Southport QLD 4215
Unit 3, 273 Williamstown Road, Port Melbourne VIC 3207



Accreditation Number
S1410994MA





CERTIFICATE OF APPROVAL

No. 002-92101-E

This is to certify that the Environmental Management System at

**Challenger Group incorporating
Challenger Services Group Pty Ltd, Challenger Asia Pacific Pty Ltd, Challenger
Hospitality Pty Ltd, Challenger Commercial Pty Ltd, Challenger Services Group QLD
Pty Ltd, Challenger Services Group VIC Pty Ltd**

of

Level 3 - 55 Holt Street Surrey Hills NSW 2010

Has been examined by assessors of QMS Certification Services
and found to be conforming to the requirements of:

ISO 14001:2015
Environmental Management Systems

In respect of the following activities:

The provision of cleaning services to the commercial, food
manufacturing & production and hospitality sectors.

This certificate is valid from: 20/02/2019 to 20/02/2022
Original certification date: 31/03/2010

Gerry Bonner, CPEng, BEng, FIE Aust, Chairman – QMSCS Pty Ltd
To verify the validity of this certificate please visit www.jas-anz.org/register



Accreditation Number
S1410994MA





CERTIFICATE OF APPROVAL

No. 002-92101-E

Schedule of Certified Locations

**Challenger Group incorporating
Challenger Services Group Pty Ltd, Challenger Asia Pacific Pty Ltd, Challenger
Hospitality Pty Ltd, Challenger Commercial Pty Ltd, Challenger Services Group QLD
Pty Ltd, Challenger Services Group VIC Pty Ltd**

Level 3 - 55 Holt Street Surrey Hills NSW 2010
62 Shepherd Street Marrickville NSW 2204
Suite 4 -24 Bay Street Southport QLD 4215
Unit 3, 273 Williamstown Road, Port Melbourne VIC 3207



Accreditation Number
S1410994MA



HACCP INTERNATIONAL
eliminate the hazard - reduce the risk



This is to certify that

*Challenger Services
Group*

Cleaning Services in Food Handling Facilities

Challenger Services is certified as a provider of cleaning services whose standard operating procedures, documentation and training meet the requirements of a facility operating a

HACCP based food safety programme
noting the conditions of the certification statement

in accordance with the standards of
**HACCP International's Food Safety
Certification Systems**

 Issued by  Approved

The Common Seal of HACCP International. It is a circular seal with the text 'HACCP INTERNATIONAL' around the perimeter and 'The Common Seal Of' in the center. A small number '138 358 359' is visible on the right side of the seal.

31 January 2019

Issue Date

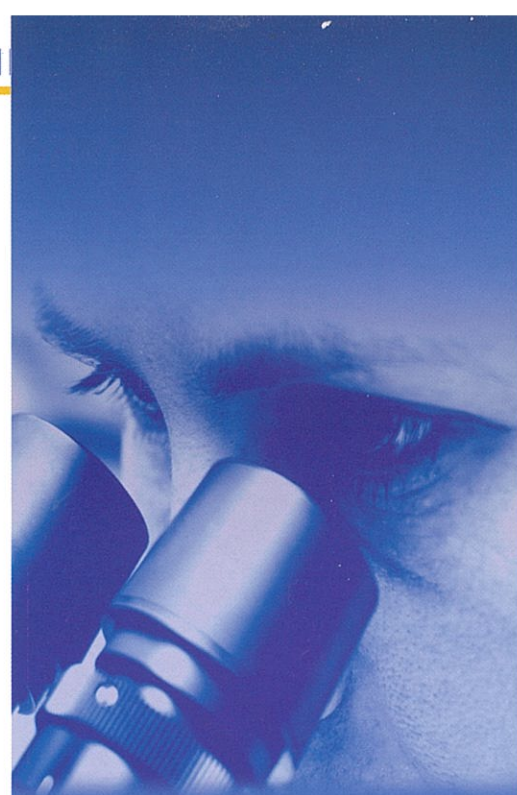
31 January 2021

Expiry Date

This certificate belongs to HACCP International and must be returned upon demand. All products and services to which this certificate refers are evaluated prior to reissue. To verify certification or conditions, please email certification@haccp-international.com

Issued by the HACCP International Certification office:
No. 3 Ridgewest Building, 1 Ridge Street, North Sydney NSW 2060 Australia

Certificate Number
PE-519-CC-07



SAFETY DATA SHEET
AERIS ACTIVE**SECTION 1: IDENTIFICATION**

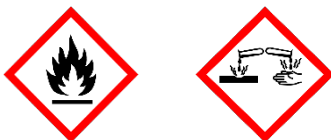
PRODUCT NAME: **AERIS ACTIVE**
Uses: Hard Surface Disinfectant
Company: Aeris Environmental Ltd, Level 1, Unit 5 / 26-34 Dunning Ave,
Rosebery, NSW 2018 AUSTRALIA
Phone: +61 2 8344 1315 Fax: +61 2 96970944
Emergency: In Australia 02 83441315, from outside Australia +612
83441315

SECTION 2: HAZARDS IDENTIFICATION**According to Dangerous goods Regulation (IATA and ADG classification):**

Not classified

According to GHS classification and labelling of chemicals:

- Flammable liquid category 3
- Eye Damage category 1
- Skin effect category 1
- Aquatic life category 3

Label elements:Hazard Pictogram:Signal word:

DANGER

Hazard statements:

H226: Flammable liquid and vapour
H314: Causes severe skin burns and eye damage

Precautionary statements:

- P210: Keep away from sparks, open flames and other ignition sources. No smoking.
- P260: Do not breathe mist/vapours/spray.
- P264: Wash hands thoroughly after handling.
- P280: Wear protective gloves/protective clothing/eye protection
- P301+330+331: IF SWALLOWED: Rinse mouth. Do NOT induce vomiting.

- P303+361+353: IF ON SKIN (or hair): Take off immediately all contaminated clothing. Rinse skin with water/shower.
- P363: Wash contaminated clothing before reuse.
- P304+340: IF INHALED: Remove person to fresh air and keep comfortable for breathing.
- P310: Immediately call a POISON CENTER/doctor.
- P305+351+338: IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses if present and easy to do – continue rinsing.
- P405: Store locked up.
- P501: Dispose of contents/container in accordance with local/regional/national/international regulation.

SECTION 3: COMPOSITION AND INFORMATION ON INGREDIENTS

Ingredients	CAS Number	% w/w
Ethanol	64-17-5	5 - 20
Benzalkonium chloride	63449-41-2	0.5 - 2
Hydrogen peroxide	7722-84-1	5.9
Ingredients determined not to be hazardous	NA	up to 40
Water	7732-18-5	qs100

SECTION 4: FIRST AID

Eye contact:	Rinse cautiously with water for several minutes. Remove contact lenses if present and easy to do – continue rinsing. If eye irritation persists get medical advice/attention.
Skin or clothing contact:	IF ON SKIN (or hair): Take off immediately all contaminated clothing. Rinse skin with water/shower.
Ingestion:	Immediately rinse mouth with water. If swallowed do NOT induce vomiting. Give water to drink. Seek medical attention if symptoms develop.
Inhalation:	IF INHALED: Remove person to fresh air and keep comfortable for breathing.

Medical attention and special treatment: Treat symptomatically.

SECTION 5: FIRE-FIGHTING MEASURES

Extinguishing media

Use water spray, alcohol resistant foam, dry chemical, carbon dioxide to extinguish.

Special hazards arising from the substance or mixture:

Hazardous decomposition products may be released during prolonged heating: smoke, carbon monoxide and carbon dioxide.

Advice for firefighters:

Exercise caution when fighting any chemical fire.

Protective equipment for firefighters:

Use self-contained breathing apparatus. Do not enter fire area without proper protective equipment, including respiratory protection. Wear a self-contained breathing apparatus.

Other information:

Hazardous decomposition products may be released during prolonged heating at temperatures exceeding 100°C - smokes, carbon monoxide and dioxide.

SECTION 6: SPILLAGE, ACCIDENTAL RELEASE MEASURES

Wear personnel protective equipment in section 8. Stop and contain the spill for salvage or absorb in inert absorbent materials. Do not let spill flow into the drainage.

SECTION 7: HANDLING AND STORAGE

- P210: Keep away from sparks, open flames and other ignition sources. No smoking.
- P260: Do not breathe mist/vapours/spray.
- P264: Wash hands thoroughly after handling.
- P280: Wear protective gloves/protective clothing/eye protection
- P405: Store locked up

SECTION 8: EXPOSURE CONTROL AND PERSONAL PROTECTION

Exposure Limits (Safe work Australia):

Name	Cas No	TWA (ppm)	TWA (mg/m3)	STEL (ppm)	STEL (mg/m3)
Ethyl alcohol	64-17-5	1000	1880	-	-

Personal protective equipment:

P280: Wear protective gloves/protective clothing/eye protection

SECTION 9: PHYSICAL AND CHEMICAL PROPERTIES

Form/Colour/Odour:	Clear to slightly hazy liquid
Solubility:	Soluble in water.
Specific Gravity (20°C):	0.92 – 1.10
Rel Vapour Density (air=1):	N Av
Boiling Point (°C):	95 – 100°C
Vapour Pressure (20°C):	N Av
Flash Point, closed cup (°C):	39°C
Sustained combustibility test:	Does not sustain combustion
pH:	4 - 7

N Av = Not available

SECTION 10: STABILITY AND REACTIVITY

Chemical stability:	Stable under normal conditions of use.
Conditions to avoid:	Excessive heat.
Incompatible materials:	Strong oxidising agents.

SDS-025 Rev01 Aeris Active.docx

Page 3 of 4

Hazardous decomposition products: Carbon monoxide and carbon dioxide.
Hazardous reactions: None assigned.

SECTION 11: TOXICOLOGICAL INFORMATION

Classified according to GHS classification:

H314: Causes severe skin burns and eye damage

None of the ingredients are in the IARC list of carcinogens.

SECTION 12: ECOLOGICAL INFORMATION

The product ingredients are expected to be safe for the environment under normal use conditions. May be harmful to aquatic organisms. Avoid contaminating waterways.

SECTION 13: DISPOSAL CONSIDERATIONS

Do not contaminate water, food or feed. Dispose of the package in a sanitary landfill, or by incineration, if allowed by State and local authorities. If burned, stay out of smoke.

SECTION 14: TRANSPORT INFORMATION

Road and Rail Transport

Not classified as Dangerous Goods by the criteria of the Australian Dangerous Goods Code (ADG Code) for transport by Road and Rail.

Marine Transport

Not classified as Dangerous Goods by the criteria of the International Maritime Dangerous Goods Code (IMDG Code) for transport by sea.

Air Transport

Not classified as Dangerous Goods by the criteria of the International Air Transport Association (IATA) Dangerous Goods Regulations for transport by air.

SECTION 15: REGULATORY INFORMATION

Country/Region Inventory Status

All components of this material are listed on the AICS, NZIoC, TSCS, DSL, REACH, CSCL.

SECTION 16: OTHER INFORMATION

Date of SDS revision: 29 Aug 2017

“The information on this data sheet represents our current data and best opinion as to the proper use in handling of this product under normal conditions. Any use of the product which is not in conformance with this data sheet, which involves using the product, or otherwise that in accordance with instructions of use on product packaging is the responsibility of the user. If clarification or further information is needed to ensure that an appropriate risk assessment can be made, the user should contact Aeris Environmental Ltd

END

Purpose

Challenger Services (Challenger) in conjunction with management and staff, have developed a COVID-19 Safety Plan in an endeavour to create and maintain a safe environment for our workers and visitors. This document, in conjunction with Toolbox Talks aims to provide Challenger staff with the company Safety Plan as well as information and training on Challenger Covid-19 procedures. This plan will be updated as restrictions and advice changes.

Wellbeing for Staff & Visitors

Staff Exclusion

If you are feeling at all unwell with respiratory symptoms or fever, please do not attend work. Anyone with symptoms of Covid-19 should go for testing. Symptoms include:

- Fever
- Cough
- sore/scratchy throat and
- shortness of breath

If you are unsure about your symptoms or require further information, call the National Coronavirus Helpline on **1800 020 080**.

If you have tested positive to Covid-19, you will need to self-isolate, and only return to the workplace once you have been advised by your State Health Dept.

Leave entitlements if sick or required to self-isolate

Depending upon your sick or annual leave accrual, you may be able to use both sick leave and/or annual leave whilst you are sick or in self-isolation. Please contact our HR department on **1300 248 249** to find out the best option available to you.

Communication

Challenger staff will be regularly communicated to via Toolbox Talks of any Covid-19 updates, requirements to process, and reminders to not attend work if feeling unwell.

Physical Distancing

Challenger Work Areas

Work areas in Challenger State Offices have been set up in line with social distancing requirements of 1.5m distance, and 1 person per 4 square metres:

- One desk is to be used per room at a time
- Desks not to be used have had equipment removed.
- Social distancing is to be maintained in the boardrooms – each boardroom has been signposted the maximum people allowed in keeping with the one person per 4 sqm rule.
- Flexible working arrangements are in place for the Sydney Office administrative staff with rostered office work days.

- Zoom and Microsoft Teams are to be organised for meetings and interviews where possible to prevent too many visitors to the office.
- Signs and instructions within the buildings are to be followed such as how many people are allowed in lifts etc.

Hygiene & Cleaning

Hand Sanitiser

Alcohol based sanitiser is placed at multiple locations throughout the workplace including entry and exit points.

Bathrooms and Kitchens

Bathrooms have been well stocked with hand soap in dispensers as well as paper towels. The kitchen areas are stocked with soap and paper towels, reusable tea towels have been removed.

Posters have been placed in bathroom and kitchen areas with instructions on how to wash your hands effectively and in the kitchen the importance of washing your hands before eating.

Frequently touched areas

Where possible office doors are to be left open to reduce touching of door knobs / handles and keypads. Door knobs / handles and light switches, alarm pad, printers are wiped down with Aeris twice a week.

Touchpoint is available at all offices for wiping down desks, mice and keyboards. It is expected that each staff member is responsible for the sanitisation of their own workstations on a daily basis. Gloves are provided for personal protection. Staff must ensure to wash their hands thoroughly before and after with soap and water.

Record Keeping

Contact Details

All visitors to the office have their name and mobile number recorded. This is kept for a period of 28 days. These records are used only for the purposes of tracing Covid 19 infections and are stored confidentially and securely.

Covid-19 Safe App

We encourage the use of the COVID Safe app to be downloaded on staff work and/or personal phones to support contact tracing if required.

Instance of positive cases

The relevant State Health Department will be contacted should a positive Covid-19 case occur at Challenger.

Completed by Nikki Gurevich – National Compliance Manager



SOP C2.15: INFECTIOUS DISEASE OUTBREAK – PANDEMIC (Global Disease Outbreak)

Approved by: Business Systems Manager, Human Resources Manager, Operations Manager

Date of Issue: 30/01/2020

Date of Review: 13/04/2020

Next Review Date: 13/04/2021

HAZARDS	PPE
	

Infectious outbreaks have three main causes:

Viruses – such as coronavirus, norovirus, calicivirus, rotavirus, astrovirus, adenovirus, influenza.

Bacteria – such as the *Campylobacter* bacterium

Parasites – such as *Entamoeba histolytica*, *Giardia lamblia* and *Cryptosporidium*

Infection occurs when the agent is ingested (by eating or drinking)

For any infectious outbreaks including for a pandemic, the following cleaning procedures must be carried out to ensure that all areas are effectively cleaned and sanitised.

SAFETY PROCEDURES:

- **Personal Protective Equipment (PPE)**

- Disposable gloves should always be worn while cleaning rooms, toilets and other common areas, and when handling cleaning and disinfecting solutions. Dispose of gloves if they become damaged or soiled or when cleaning is completed. NEVER wash or reuse the gloves.
- Wearing a simple surgical face mask is recommended if close contact (within 1.5m) with a contaminated person is unavoidable when the cleaning is conducted.
- Eye protection such as goggles and a surgical mask may be required if splashing cannot be avoided.
- Cleaning staff should immediately report breaches in their PPE (eg. torn gloves) or any close contact with an infected person.

- **Privacy for quarantine cleaning in hotels**

Individuals in quarantine must have their rights with respect to their protection of their personal health information maintained. This means that, it is imperative that cleaners of the guest's rooms do not discuss any guest's health information with anyone with exception of those staff members directly involved with assisting quarantine eg) relevant laundry or catering staff, or public health authorities.

- **Avoid** vacuuming carpets and polishing floors during an outbreak as these can cause viruses to recirculate and continue to infect people. Steam clean furniture and floors instead.
- Cleaning should be conducted twice a day until the outbreak is over. However, in the case of cleaning hotel rooms used for quarantining, the cleaning of rooms may be able to be reduced or even deferred until the end of the quarantine period.
- When cleaning, **avoid touching** your face, especially mouth, nose and eyes when cleaning, when wearing used gloves or have unwashed hands. Ideally, the person assigned to clean should be in good health and have no underlying chronic medical conditions or immunocompromising conditions to undertake the cleaning tasks.

- **Hospital grade sanitisers** must be used for cleaning in outbreak situations. Other disinfectants can be effective against some bacteria, but not viruses such as norovirus. For all virus outbreaks ensure that hospital grade sanitisers are used.

Examples of appropriate disinfectant solutions are listed in the table below.

Disinfectants	Recommended use	Precautions
<p>Sodium hypochlorite (bleach)</p> <p>1000 parts per million of available chlorine, usually achieved by a 1 in 50 dilution of 5% liquid bleach</p>	<p>Disinfection of material potentially contaminated with blood and body fluids (Recommended contact time with surfaces is 10 minutes).</p>	<ul style="list-style-type: none"> • Should be used in well-ventilated areas • Protective clothing required while handling and using undiluted bleach • Do not mix with strong acids to avoid release of chlorine gas • Corrosive to metals
<p>Granular chlorine</p> <p>e.g. Det-Sol 5000 or Diversol, to be diluted as per manufacturer's instructions</p>	<p>May be used in place of liquid leach if this is unavailable.</p>	<ul style="list-style-type: none"> • Should be used in well-ventilated areas • Protective clothing required while handling and using undiluted bleach • Do not mix with strong acids to avoid release of chlorine gas • Corrosive to metals
<p>Alcohol</p> <p>e.g. Isopropyl 70%, ethyl alcohol 70-80%</p>	<p>Smooth metal surfaces, tabletops and other surfaces on which bleach cannot be used</p>	<ul style="list-style-type: none"> • Flammable, toxic, to be used in well-ventilated area, avoid inhalation • Keep away from heat sources, electrical equipment, flames, hot surfaces • Allow to dry completely

ROUTINE CLEANING:

The use of disposable equipment, especially disposable cloths is strongly recommended. If other cloths are used, they should be laundered in hot water wash before re-use. A fresh cloth should be used for each room, or task.

Hot water and detergent should be used to clean, followed by a solution of correctly diluted hospital grade sanitiser as disinfectant. Leave disinfectant for 10 minutes then rinse with cold water and dry. If using Aeris, following instructions as per Aeris SDS.

KITCHENS, FOOD TRAYS, DISHES & CUTLERY

- Disposable gloves should be worn when handling used trays, dishes and utensils.
- Any disposable utensils should be discarded with other general waste, in the manner described below under "Waste Disposal".

- Wash reusable dishes and cutlery in a dishwasher with detergent and hot water as usual. If washing by hand is the only option, then immerse in a hospital grade disinfectant for at least 3 minutes at 50°C (hot water from the hot water tap should be 50°C)
- For equipment that cannot be completely immersed, correctly diluted hospital grade sanitiser should be used on all surfaces for 10 minutes
- Thoroughly clean all work surfaces, benches, shelving, doors, door and cupboard handles, storage areas, sinks, floors and any other areas possibly contaminated
- Hot water and detergent should be used to wash, followed by a solution of hospital grade disinfectant
- Leave disinfectant on surfaces for 10 minutes then rinse with cold water and dry.

TOILET AND BATHROOM AREAS:

- Clean all toilet bowls, flush buttons/handles, hand wash basins, tap handles, doors, door handles, floors and any other areas that may have been contaminated
- Hot water and detergent should be used to wash, followed by a solution of hospital grade disinfectant
- Leave disinfectant on surfaces for 10 minutes then rinse with cold water and dry.
- Cleaning cloths and mops should be changed frequently. After cleaning each restroom, do not re-use. Place them in a plastic bag to be laundered later.



FREQUENTLY TOUCHED ITEMS AND FITTINGS:

Items and fittings that are touched frequently must be washed with detergent and hot water, sanitised for 10 minutes with correctly diluted hospital grade sanitiser then rinsed with cold water.

These areas may be:

Door handles, light switches, tables and counters, chair armrests (if not fabric), remote controls, phones, kettle and fridge door handles.

Bathroom touch points would be door handles, door lock, toilet seat and buttons, taps, wash basins, counters, shower/bath.

In common areas touch point examples are elevator buttons and handrails, public telephones, vending machines.

Avoid application methods that cause splashing. Standard disinfectants cannot be used on some surfaces eg) remote controls and phones. For these, alcohol solutions are recommended.

CENTRES WITH VULNERABLE PEOPLE/CHILD MINDING CENTRES:

Cleaning procedures should include toilet seats, bed pans, cupboard handles, tables, and for child care - potties, cots, high chairs, booster seats and change tables – and ensure that disposable brushes, mops and cloths are discarded after use in a sturdy leak proof bag that is tied shut and not reopened.

BODY FLUIDS:

Cleaning staff should wear an impervious disposable gown or apron, gloves and eye protection when there are body fluids to clean up, including any steam cleaning.

- Any body fluids should first be removed from visibly contaminated surfaces by using an absorbent material.
- All hard-non-porous surfaces must be then cleaned using hot water and detergent.
- Follow with correctly diluted hospital grade sanitiser for 10 minutes as disinfectant
- Rinse with cold water and dry surfaces



- For childcare this includes nappy changing tables
- Any uncovered food in the immediate area must be discarded

MATTRESSES AND SOFT FURNISHINGS:

Contaminated material such upholstery should be carefully steam cleaned or laundered in accordance with the manufacturer's instructions.

CARPET:

All carpets contaminated by body fluids should be steam cleaned, as high temperature and moisture are required to kill viruses.

- Clean all soiled surface thoroughly with hot water and detergent
- Use a vapour steam cleaner that boils the water until it turns to steam, rather than carpet cleaners as they use lower temperature hot water to wet the carpet
- Make sure in cases of childcare centres to barricade or block the area until the steam cleaning has been conducted

WASTE DISPOSAL

Waste collected should be placed in appropriate containers, as required by that State or locality. Familiarisation with local regulations as to the disposal of biomaterials should be obtained.

For quarantined hotels, all soiled material, including any masks or other PPE worn by the guest should be disposed of in a sturdy, leak proof plastic bag that is tied shut and not reopened. Local health authorities should be consulted for appropriate disposal decisions.

HAND WASHING AFTER CLEANING



When cleaning is completed, all PPE should be removed and safely disposed of in a sturdy, leak proof plastic bag that is tied shut and not re-opened.

IMMEDIATELY wash hands with soap and water for 20 seconds before drying with a paper towel. Be careful not to touch your face before washing hands.

CHEMICAL SAFETY NOTES:

- It is safer to add chlorine to water — do not add water to chlorine
- Do not heat water to make up chlorine solutions — warm tap water is safer (up to 50°C)
- Use gloves when preparing and handling chlorine solutions
- Wear protective eye wear in case of splashing
- Use chlorine carefully - it is corrosive to metals, bleaches fabrics and may irritate the skin, nose and lungs
- Follow safety, storage and handling instructions on all bleach and chlorine containers

REMEMBER:

- DO** treat all bodily fluids as contaminated
- DO** use good personal hygiene practices at all times, including wash your hands when you are finished to prevent infection or cross contamination
- DO** adhere to the current information given by the Australian Government Department of Health and the respective state health authorities. <https://www.health.gov.au/news>
- DO** avoid touching your face with contaminated hands or gloves.
- DO** use alcohol-based sanitiser.

- NEVER** touch contaminated items without gloves and other PPE
- NEVER** use chlorine in concentrations other than those shown
- NEVER** reuse cleaning cloths from one room to another or one task to another.

SUPERVISORS

- Ensure staff understand the importance of wearing PPE to prevent contamination and protect themselves
- Ensure any staff or persons who report or show symptoms should be isolated from others and referred to a general medical practitioner.

SIGN OFF

By signing this record I confirm that I have been provided safety instruction/training in regards to this type of work activity, understand the requirements, and that this work activity can performed by me safely.

Staff Member Name: _____

Staff Member ID: _____

Staff member Signature _____

Trainer Name: _____

Trainer ID: _____

Trainer Signature: _____

CERTIFICATE OF CURRENCY

Acting as broker for Challenger Services Group Pty Ltd we certify that:

In our capacity as Insurance Brokers to Challenger Services Group we hereby certify that the under-mentioned Insurance Contract is current for the period shown.

This Certificate is issued as a matter of information only and confers no rights upon the Certificate holder. It should also be noted that this Certificate does not amend, extend or alter the coverage afforded by the policy in any way.

NAME OF INSURED: Challenger Services Group Pty Ltd ABN 95 163 895 225

TERRITORIAL LIMITS: Australia wide

OTHER INTERESTED PARTIES: Sydney Trains ABN 38 284 779 682

CLASS OF INSURANCE: Public & Products Liability

INSURING CLAUSE: Subject to all provisions, terms, exclusions, and conditions of this Policy the insurer agrees to indemnify the Insured for all amounts which the Insured shall become legally liable to pay as a result of Claims or Legal Proceedings for Personal Injury or Property Damage happening during the Policy Period and caused by an Occurrence within the Territorial Limits and arising from and within the course of the Business and provided that the Claim or Legal Proceedings are brought against the Insured in a court of law within the Territorial Limits.

PERIOD OF INSURANCE: August 5, 2019 to August 5, 2020

INSURER/S: Liberty Specialty Markets
Underwritten by: Lion Underwriting Pty Ltd

POLICY NUMBER: B0391TC1702107

LIMITS OF LIABILITY: Public Liability, any one occurrence
Sum Insured: \$50,000,000
Products Liability, any one occurrence & in the aggregate
Sum Insured: \$50,000,000
Property in your Care, Custody & Control
Sum Insured: \$100,000
Loss of Keys
Sum Insured: \$75,000

BUSINESS ACTIVITIES: Kitchen stewards, room attending, commercial cleaning, high pressure cleaning, hospitality staff and all incidental activities thereto

EXCESS: \$5,000 each & every claim, costs inclusive except \$25,000 worker to worker claims and \$20,000 in respect to cleaning during open hours – shopping centres, shopping complexes, supermarkets, department stores, malls, arcades, food courts, plazas, etc.

Yours faithfully



Jarrod O'Brien - AR: 332 716

IMPORTANT NOTICES

This Certificate is provided for information purposes and is accurate based on our records at the time it is issued. We are under no obligation to inform you of any subsequent changes to the insurance contract or our records. This Certificate confers no rights on the Certificate holder. It does not amend, extend or alter the coverage provided by the policy in any way.

Novika Lau
CHALLENGER HOSPITALITY PTY LTD
SUITE 303 , LEVEL 3, 55 HOLT STREET
SURRY HILLS NSW 2010

issue date

22/06/2020

print date

22/06/2020

Dear Novika

statement of coverage

The following policy of insurance covers the full amount of the employer's liability under the *Workers Compensation Act 1987(NSW)*.

valid until

04/07/2021

policy number

113490601

legal name

CHALLENGER HOSPITALITY PTY LTD

trading name

abn

56 144 657 107

acn

144 657 107

industry classification number (WIC)

786610 Cleaning Services (Non NSW Government Schools Co

number of workers*

400

wages/units⁺

\$4,636,726.20

* Number of workers includes contractors/deemed workers

+ Total wages/units estimated for the current period

important information

Principals relying on this certificate should ensure it is accompanied by a statement under section 175B of the *Workers Compensation Act 1987 (NSW)*. Principals should also check and satisfy themselves that the information is correct and ensure that the proper workers compensation insurance is in place, ie. compare the number of employees on site to the average number of employees estimated; ensure that the wages are reasonable to cover the labour component of the work being performed; and confirm that the description of the industry/industries noted is appropriate. A principal contractor may become liable for any outstanding premium of the sub-contractor if the principal has failed to obtain a statement or has accepted a statement where there was reason to believe it was false.

Yours faithfully,



Jason McLaughlin
General Manager, Loss Prevention and Pricing
icare workers insurance