

THE FOLLOWING IS AN EXTRACT OF INFORMATION PROVIDED BY
FAST FACILITIES SERVICES

CORRECT AS OF 14 AUGUST 2020

Contact Information

Mauro Carlos
CEO
Fast Facilities Services Pty Ltd
Suite 1A, Level 2, 802 Pacific Highway
GORDON NSW 2072
T: 1300 764 424
M: 0499 209 951
W: www.fastfacilities.com.au

Mandy Stojanovski
Business Development Manager
Fast Facilities Services Pty Ltd
Suite 1A, Level 2, 802 Pacific Highway
GORDON NSW 2072
T: 1300 764 424
M: 0444 595 785
W: www.fastfacilities.com.au

General Pricing Information

COVID-19 Deep Cleaning Rates

- Internal: \$4.07 inc GST per m²
- External: \$3.08 inc GST per m²

Notice of Engagement Conditions

- Not provided.

Other information provided

- Certificate of completion sample (see following)
- Further commercial background information (see following)

Commercial Cleaning

conducted for

SAMPLE - Australian Childcare Association - COVID-19 Emergency Deep Cleaning

INDUSTRY

EDUCATION

SPECIFIC AREA INSPECTED

ALL AREAS OF BUILDING INTERNAL AND EXTERNAL

Conducted on

13/08/2020, 03:12 pm

Prepared by

Douglas Miguel

Location

Sydney NSW, Australia
(-33.8688197, 151.2092955)

Score

427/427 - 100%

Completed on

13/08/2020, 03:27 pm

Confidentiality Statement

In order to maintain the integrity and credibility of the risk assessment processes and to protect the parties involved, it is understood that the assessors will not divulge to unauthorized persons any information obtained during this risk assessment unless legally obligated to do so.

Failed Responses

This section lists responses that were set as "failed responses" in the template used for this audit.


Question	Response	Details
Bins emptied, reclined & cleaned	N/A	
Skirtings, Light Fittings and Cobwebs	N/A	
Load / unload dishwasher	N/A	
Bins emptied, reclined & cleaned	N/A	
Consumables (Hand Towels, Toilet paper, etc)	N/A	
A/C Vents and Cobwebs	N/A	
Consumables (Hand Towels, Toilet paper, etc)	N/A	
A/C Vents and Cobwebs	N/A	
Clean and free of any litter or leaves	N/A	
Cobwebs	N/A	

Audit - 427/427 - 100%

Question	Response	Details
Area inspected		
	Foyer / Front Reception, Core/Lift area, Office Areas, Kitchen, Toilets, Exterior area	
Foyer / Front Reception		Score (60/60) 100%
Windows, Glass Doors, partition, Internal glass (free of finger or others foreign marks)	4-Excellent	
Floors and edges and/or Carpets vacuumed	4-Excellent	
Furniture or/and Reception Desk (Computers, screens, phones, ect)	4-Excellent	
Skirting Boards	4-Excellent	
Dusting (under 2 meters)	4-Excellent	
Bins emptied, reclined & cleaned	N/A	
Cobwebs	4-Excellent	
Comments		
Lift area		Score (30/30) 100%
Doors, wall and Mirrors	4-Excellent	
Floors and edges and/or Carpets vacuumed	4-Excellent	
Lift Tracks	4-Excellent	
Office areas		Score (90/90) 100%
Windows and Internal glass	4-Excellent	
Carpets vacuumed and spot cleaned	4-Excellent	
Floors and edges and/or Carpets vacuumed	4-Excellent	
Bins emptied, relined & cleaned	4-Excellent	

Question	Response	Details
Horizontal Surfaces (Windows sills, Partitions, etc)	4-Excellent	
Spot clean (walls, doors, light switches)	4-Excellent	
Meeting rooms (Chairs, tables, Doors, ect)	4-Excellent	
Skirtings, Light Fittings and Cobwebs	N/A	
Common area furniture	4-Excellent	
Dusting (under 2 meters)	4-Excellent	
Comments		
Kitchen		Score (60/60) 100%
Sinks, benches (under & behind appliances)	4-Excellent	
Floor surface (including accessible areas around appliances)	4-Excellent	
Walls, External surface (Cupboard, Appliances, Refrigerator)	4-Excellent	
Inside of Appliances (microwave & Fridge)	4-Excellent	
Tables & chairs	4-Excellent	
Load / unload dishwasher	N/A	
Bins emptied, reclined & cleaned	N/A	
Dusting (under 2 meters) and Cobwebs	4-Excellent	
Comments		
Toilets		Score (140/140) 100%
Men's Toilets		Score (70/70) 100%
Floors and edges	4-Excellent	
Doors, Partitions, Wall, Mirrors	4-Excellent	
Toilet bowls, seats, urinals & cisterns	4-Excellent	
Hand Basins, benches, etc	4-Excellent	
High dusting of cubicles	4-Excellent	

Question	Response	Details
Consumables (Hand Towels, Toilet paper, etc)	N/A	
Bins emptied, relined & cleaned	4-Excellent	
A/C Vents and Cobwebs	N/A	
Showers	4-Excellent	
Comments		
Ladies Toilets		Score (70/70) 100%
Floors and edges	4-Excellent	
Doors, Partitions, Wall, Mirrors	4-Excellent	
Toilet bowls, seats, urinals & cisterns	4-Excellent	
Hand Basins, benches, etc	4-Excellent	
High dusting of cubicles	4-Excellent	
Consumables (Hand Towels, Toilet paper, etc)	N/A	
Bins emptied, relined & cleaned	4-Excellent	
A/C Vents and Cobwebs	N/A	
Showers	4-Excellent	
Comments		
Exterior area		Score (40/40) 100%
AREA INSPECTED		
External Surrounds	4-Excellent	
Bins emptied, reclined & cleaned	4-Excellent	
Clean and free of any litter or leaves	N/A	
External furniture cleaned	4-Excellent	
Smoking area clean and free of any cigarettes	4-Excellent	
Cobwebs	N/A	

Question	Response	Details
Comments		
Safety		Score (5/5) 100%
Equipment condition	Safe	
MSDS booklet on site	Safe	
Chemicals used on correct surfaces	Safe	
Chemicals stored correctly	Safe	
Equipment is tested and tagged	Safe	
Comments		
Other		
Communications book is in place & used	N/A	
Action Plan Requirement		Score (1/1) 100%
All Previous Action Plan Completed?	Yes	
Action Plan Required For This Audit?	N/A	
Date of Action Plan to be Completed	13/08/2020, 12:00 am	
Comments	Confirmed COVID Case identified all measures and touch point areas sanitised accordly to NSW Guidances and Health Department recommendation. Chemical sanitation approved - Viroclean and Oxivir (SDS's available onsite team)	
CLEANING COMMENTS / COMPLAINTS / OTHER SOFT SERVICE ISSUES IDENTIFIED		
Comments		
Clients signature		
Fast Facilities Services Pty Ltd Representative:	MPC	13/08/2020 3:26 pm
		

**PROPOSAL TO
Australian Childcare Alliance
NSW for the Provision of
Cleaning Services**

August 2020



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Table of Contents

Executive Summary.....	6
Company Profile.....	9
FFS Mission & Values.....	10
Customer Relationship Management.....	11
Corporate Social Responsibility	12

Dear Chiang,

Thank you for considering Fast Facilities Services Pty Ltd ("FFS") as a strategic partner to provide deep cleaning services for Australian Childcare Alliance NSW in the case of a positive COVID-19 outbreak.

FFS can provide the standard of deep cleaning required to maintain your facilities with the least risk to you and ensure a healthy & pleasant experience for your children and staff at AUSTRALIAN CHILDCARE ALLIANCE NSW day-care centres.

We are dedicated and devoted. We adhere to all regulations; we are certified by the NSW Government for COVID-19 cleaning and we strictly comply with the most state-of-the-art procedures when it comes to clean-up and disinfection. We are also listed with the Australian Child Care Association and our cleaning services are underpinned by our annual ISO certification for Quality, Environmental and Safety.

In the event of an outbreak and to avoid a long period of lockdown, we would be in the best position to support you by providing rapid 24/7 emergency response.

Our pricing arrangements per square metre indoor and outdoor are as follows.

- Internal SQM = \$3.70 ex. GST
- External SQM = \$2.80 ex. GST

Our prices are inclusive of all material, products, equipment, and disposable PPE. We are confident that our pricing is extremely competitive and cannot be beaten.

In the event of an outbreak we will only need the following from you.

- The infected site must be cleared from people and isolated due to chemicals and cleaning procures.
- The handover of the site keys/swipes to access all areas of the infected site as well as floor plans showing square meters and evacuations plans.

Upon completion of the deep clean we will provide you with a report certificate which will include photos of all areas which have been disinfected. We have attached a sample for you to peruse.

In addition to the above FFS would like to take this opportunity to propose to AUSTRALIAN CHILDCARE ALLIANCE NSW to consider partnering with FFS for on-going cleaning services.

FFS understands the importance of a best practice delivery for cleaning & associated services and will implement proven methodologies and a dedicated management team to ensure contract success.

AUSTRALIAN CHILDCARE ALLIANCE NSW can be assured that we will be providing enhanced cleaning services to reduce the possibility of an outbreak.

As a privately-owned provider of cleaning and facility services in Australia, our vision is to deliver superior cleaning and related services at an affordable cost. AUSTRALIAN CHILDCARE ALLIANCE NSW will be provided with a proficient and proactive cleaning services partner in FFS who understands the critical issues of cleaning such premises and will deliver the best value for money and efficient service.

In the management of this contract, FFS will ensure that your premises at AUSTRALIAN CHILDCARE ALLIANCE NSW are provided with world's best practice in the provision of services including: the quality, competence and experience of our staff; the provision of a safe and healthy workplace and environment for children and staff.

August 2020 Proposal to Australian Childcare Alliance NSW for the Provision of COVID-19 Deep Cleaning and Cleaning Services.

FFS looks forward to entering discussions with representatives for AUSTRALIAN CHILDCARE ALLIANCE NSW and remains fully committed to meeting your objectives.

Please do not hesitate to contact the undersigned should you require further information.

A handwritten signature in black ink, appearing to read "Mauro P Carlos". The signature is fluid and cursive, with a prominent initial "M" and "C".

Mauro P Carlos

Chief Executive Office

Mobile: 0499 209 951

mauro@fastfacilities.com.au

Fast Facilities Services Pty Ltd (FFS) is pleased to present AUSTRALIAN CHILDCARE ALLIANCE NSW our Proposal for the Provision of COVID-19 deep cleaning and cleaning services.

EXECUTIVE SUMMARY

Fast Facilities Services Pty Ltd (ABN 74 168 734 076) is a privately-owned provider of Strata and Commercial Integrated Cleaning and Facility Services company who aspires to build a carefully structured team of workers, who are honest and dependable at all levels of our operation. We continually train our employees and keep them abreast of all procedures and process changes, ensuring that AUSTRALIAN CHILDCARE ALLIANCE NSW gets the top-level service they deserve.

FFS’ drive is to deliver superior cleaning related services at an affordable cost to AUSTRALIAN CHILDCARE ALLIANCE NSW, ensuring a clean environment in which staff and guests are able to pursue their daily routine without disruption from our team.

The key strength of our offer is that FFS has the proven “know-how” in cleaning childcare facilities to successfully fulfil all your requirements. This experience will be used to design and implement a tailored and efficient service for AUSTRALIAN CHILDCARE ALLIANCE NSW that delivers value for money and the highest levels of customer satisfaction.

Selected FFS cleaning experience includes.

Sector	Client
Education & Child Care	Hunters Hill Public School, Royal Australian College of Physicians Macquarie St, International Gramma School (IGS) Ultimo, Rosebery Childcare Centre, Banksmeadow Childcare Centre, TAFE Burwood
Strata and Body Corporate	All Across NSW and ACT from 4 units – 800 units
Retail	BMW Sydney, Bunnings Warehouse, Nespresso Boutiques across NSW, Loewe, Fendi, David Jones, Target
Commercial Office Cleaning	Optus Head Office Macquarie Park, Qantas Terminal 3 and Jetbase, Vital Mascot, King Commercial, Glebe Dental, Aust Custom Pharmaceuticals,
Government	WOAG NSW and ACT, Department of Education ACT, Department of Small business ACT, Defence Barracks (Army, Airbases, Navy) across NSW / ACT including remote site
Care Facilities	Westmead Private Hospital (theatre Cleaning)
Construction	New Space Construction– 2 similar projects (Bondi Central and Llandarf st) recently completed

Additionally, by choosing FFS, AUSTRALIAN CHILDCARE ALLIANCE NSW will have the assurance of these quality service guarantees:

- Experienced contract management staff.
- Proven WHS management, environmental and sustainability practises.
- Management System Plan
- Full safety, statutory, industrial, and legal compliance (NIL claims).
- Workers’ compensation and public liability insurance

In addition to the above FFS’ Management System is an integrated and certified management system, encompassing Quality, Environmental and Work, Health and Safety Management Systems which are subject to third party audit and certification. Our management system has achieved and maintained certification to the standards:

- ISO 9001: 2015 Quality Management Systems
- ISO 14001: 2015 Environment Management Systems
- AS/NZS 4801:2001 Occupational Health and Safety Management Systems



Our Management System is a collection of processes focused on achieving HSEQ (Health & Safety, Environment and Quality) policy objectives, and other targets to meet the requirements of our customers. The structure of our Management System enables FFS to apply all relevant actions to best serve our clients, meaning that superior and compliant services are continually fulfilled by measuring performance against benchmarks, ensuring we satisfy all contractual and legislative requirements.

FFS’ HSEQ Systems Manager and HSEQ Officers ensure the currency and ongoing maintenance of our Management System, including conducting internal audits and involvement with external audit processes. Operational teams are responsible for implementation and monitoring of our Management System procedures at branch and site level.

FFS’ Management Systems covers risk at the group policy level before working down into procedures developed in consultation with employees. This includes updates to legislation and similar. As statutory legislations and regulations are altered, FFS immediately reflects the change in our policies and procedures and provides a mandatory induction to all staff to ensure the changes are understood and implemented.

Partnering with FFS will give AUSTRALIAN CHILDCARE ALLIANCE NSW access to the following additional benefit of our service delivery model:

Table

Overview	Value Added Service	Benefit to AUSTRALIAN CHILDCARE ALLIANCE NSW
Expert Contract Management	<ul style="list-style-type: none"> Contract Management Team with vast contract cleaning experience Customer service focused and quality driven 24/7 support Rapid Response Vans 	<ul style="list-style-type: none"> ✓ Direct contact for contractual and operational issues ✓ Improved service delivery and presentation ✓ Ongoing 24/7 support ✓ Rapid response ✓ FFS know the property thoroughly and developed great relationships with all contractors involved
Use of direct labour	<ul style="list-style-type: none"> 100+ existing staff across NSW and ACT Staff are screened and trained before beginning work on-site (incl. back up staff & emergency response) 	<ul style="list-style-type: none"> ✓ Enhanced service delivery and presentation ✓ Improved security ✓ Inducted and trained staff available immediately in the case of emergencies ✓ Workplace diversity and supply chain integrity
WMS and OH&S Policies, Quality Assurance, & Environmental Management System (online)	<ul style="list-style-type: none"> iAuditor monitoring onsite performance (Safety Culture) 	<ul style="list-style-type: none"> ✓ Real-time digital quality assurance system
Environmental & Sustainability Commitment	<ul style="list-style-type: none"> FFS Cleaning staff training Use of highly productive and innovative equipment Use of GECA-certified chemicals, microfiber cloths, colour coding systems and biodegradable bags Sustainable procurement and supply chain integrity 	<ul style="list-style-type: none"> ✓ Reduced chemicals and water use ✓ Improved sustainability ✓ Increased productivity ✓ Energy efficiency

COMPANY PROFILE

FFS is an Australian-owned Commercial and Strata integrated cleaning and facility services company that has been in business for almost 6 years. From humble beginnings as a small husband and wife cleaning team to successfully acquiring various direct contracts in a short time, our goal is to move towards obtaining further direct contracts to better tailor our client's needs. Our operations are now supported by a team of 100+ directly employed staff with an annual revenue of \$4.5+ million.

Despite our size, FFS is small enough to care' and big enough to deliver. We are a company, with a local presence in NSW and ACT. We are based in the suburb of Gordon in Sydney, as well as in Kingston ACT. FFS provides end-to-end property management solutions and has the flexibility to meet every customer's needs. We have experience across all industries:

- Education
- Strata and BMC
- Caretaking and Building Management
- Height access services
- Office and retail facilities
- New developments
- Health Care
- Commercial, Including A grade facilities
- Construction cleaning
- Mixed use facilities

Our services include:

- Cleaning and janitorial (including internal/external, window cleaning, carpet steam and dry cleaning, floor restoration, kitchen deep clean, car park scrubbing, graffiti removal).
- Washroom services
- Washroom essentials
- Carpet steam clean (best on the market Machinery)
- Complex waste management
- Car park vacuum, wash, and oil stain removal
- Grounds maintenance (lawn service care, weed control, mulching, restoration and planting)
- Window Cleaning (advanced Pure Water System technology)
- High pressure cleaning (complying with green standards reducing pollution and waste for the environment)
- Floor wash, scrub, and polish
- Commercial/residential waste collection

FFS MISSION & VALUES

FFS Mission Statement

It is our mission to uphold our motto, “Fast Clean, Facilities Management, Services Maintenance” by providing our customers with quality and efficient cleaning solutions, small or large. We strive daily to support, coach and encourage our employees to achieve a safe, clean and positive working environment.”

Our Core Values

- **Customer First.** We view our company through our customer’s eyes. We realize that this means that we must constantly try to find solutions to improve the quality of service so that we exceed our customer’s expectations.
- **Lead Through Innovation.** We are constantly working to improve our service and efficiencies to deliver smarter solutions faster. We anticipate our customer’s needs by implementing the latest cleaning techniques and newest technology and products. We challenge the way things have always been done. If our solutions offer a cost saving, we pass it on to our customer.
- **One Company, One Team.** FFS strives to treat every member of our company with respect and dignity no matter what their position is in the company. We encourage our employees to do the same to achieve results beyond expectations.
- **Personal Accountability for Excellence.** At FFS we understand that trust is earned. When we make a promise, we keep that promise. We set our standards high with regard to performance. At FFS superior performance is not an expectation; it is a reality.
- **Integrity.** We always want to act ethically, honestly, and fairly in all situations, whether at work or in the community.

FFS is an expert in managing Commercial cleaning services. As a result, we continually strive to improve our services.

Our management and staff have extensive experience with Cleaning, Education, Mixed Used Facilities, Commercial, Retail, and Industrial cleaning, paying particular attention to those details that are often neglected. We are committed to environmentally sustainable practices.

We always encourage the use of environmentally friendly cleaning chemicals and processes. Our Environmental Management System (EMS) provides a framework for all our cleaning activities to ensure they are monitored and controlled in accordance with our policies. FFS’ EMS also highlights strategies for the provision of sustainable cleaning waste management services and recycling programs.

We set high standards for safe and environmental responsibility involving everyone. We aim to develop and implement a safety and environmental ethos through policies and practices which fit in with our employee’s everyday activities, and we actively take responsibility for our behaviour and advancement of best practices in our services and industry.

CUSTOMER RELATIONSHIP MANAGEMENT

Our Approach:

We take our role as your strategic partner very seriously. We recognise that through the provision of efficient and effective services, delivered at the required standards of quality and managed proactively, we can bring added value to AUSTRALIAN CHILDCARE ALLIANCE NSW, by helping you to meet business goals.

We want to work with you to help your business meet its objectives. We know we can do this by focusing on the critical success factors:

- Quality of service - effectiveness, responsiveness, flexibility, compliance.
- Cost – competitiveness, transparency, value for money.
- Management - visibility, reliability, can-do attitude.
- Innovation – new ways of working or managing, new equipment and materials.

FFS is unwavering in our commitment to AUSTRALIAN CHILDCARE ALLIANCE NSW, in relation to continuous improvement & innovation across all areas of our operations. Whether it's the training & development of our staff, the implementation of industry-leading processes & procedures, or ensuring that our products & equipment meet strict quality & environmental standards, FFS will invest in appropriate resources to fulfil the contract's needs.

Customer Service Initiatives:

We pride ourselves in providing exceptional customer service to AUSTRALIAN CHILDCARE ALLIANCE NSW and go that extra mile to make you feel special.

We will implement a range of customer service initiatives and policies to establish and maintain a strong relationship with you including:

24/7 Contactable Service	We are in the business to serve you and are therefore proud to be contactable 24/7 – FFS' 24/7 Support is authorised to create, assign and manage AUSTRALIAN CHILDCARE ALLIANCE NSW' requests whenever they arise. The 24/7 support allows for better management of our customer relationships by being constantly responsive to your needs, increasing efficiency and minimising costs.
Quality Inspections & KPI monitoring	Quality inspections will be held to a pre-programmed calendar (with AUSTRALIAN CHILDCARE ALLIANCE NSW if required) to measure the performance of cleaning activities against minimum cleaning standards and AUSTRALIAN CHILDCARE ALLIANCE NSW' expectations. If an inspection finds our service has fallen below the minimum acceptable levels, appropriate measures will be put in place, overseen by continual monitoring, to rectify the failure.
High level complaint management process	Complaints or unsatisfactory service levels will be identified, captured, and managed using these channels: FFS 24/7 Support; Quality Monitoring Inspections; the sharing of Quality Inspection results; complaints listed in Site Cleaning Registers; and Client Consultation Meetings. Complaints will then be

	forwarded to senior operational management and applicable corporate management.
AUSTRALIAN CHILDCARE ALLIANCE NSW Consultations	Your feedback is especially important to us and helps us serve you better. During the contract term, FFS will regularly meet with AUSTRALIAN CHILDCARE ALLIANCE NSW' representatives to discuss your satisfaction with our performance and any necessary adjustments to our plan or requests for action. Following the meeting, FFS' Contract Manager will communicate all of the issues raised (if any) to all site personnel as they relate to performance, customer satisfaction and service areas requiring special attention.
Emergency/Optional cleaning requests	Data about all the emergency/optional cleaning requests received will be collected and reviewed during the Operations and Management meetings. Any identified site-specific trends, particularly those outside the normal scope of works, will be recorded to ensure FFS maintains the flexibility to accommodate those needs.

CORPORATE SOCIAL RESPONSIBILITY

FFS believes that the long-term future of our business is best served by respecting the interests of all our stakeholders and the broader community. We are committed to doing business with ethical and socially responsible suppliers. At all levels in our organisation we maintain a conscious awareness that our actions and decisions will affect people and our natural environment, in either a positive or a negative manner. We choose to make this outcome a positive experience by actively looking for opportunities to reduce our impact on the environment and to contribute to the wellbeing of those in communities less fortunate than ourselves.

Local Industry Participation and Staff Engagement

As a 100% Australian-owned family business, FFS is a strong supporter of businesses like ours. FFS management and employees are fully committed to providing the best value for money service, while maximising opportunities for local business. Our preferred procurement strategy is to buy locally wherever possible, if the locally sourced products are comparable with non-locally goods in terms of price, performance, quality, and suitability. By sourcing locally, we can reduce our footprint on the environment in terms of transportation whilst supporting local communities.

Similarly, FFS' preferred business model is to use locally based staff via a direct labour relationship whenever possible. We also take pride in our record of recruiting and training staff of varying backgrounds within local communities.

Community Involvement

FFS are constantly looking at improving our methods and techniques to deliver the best service to our stakeholders. We hear you. We note your feedback. We shape to your specific needs. That's our 3W's policy to work in your favour and make us a great company that you can trust. FFS are the proud sponsors of Strata Community Association, EBIX Australia, Trades Monitor and Scots FC. Sponsoring youth and future Australian sports players.



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