

Capability Statement

**Providing innovative
and cost effective
cleaning solutions.**

CODEE
CLEANING SERVICES

millennium
Corporate Alliance Partner

Registered with the Aboriginal Business Directory of Western Australia and Supply Nation Certified. We respect and acknowledge the Indigenous people of this land, and our elders past and present and emerging.



Our Vision.

Codee Cleaning Services (CCS) strive to provide clients with high-quality services while demonstrating the best sustainable practices within the cleaning industry. As an Aboriginal owned organization, our vision is to develop employment outcomes for our First Nations people. With 20% of our staff being Aboriginal people we are extremely proud of our efforts and will continue to deliver on our vision.

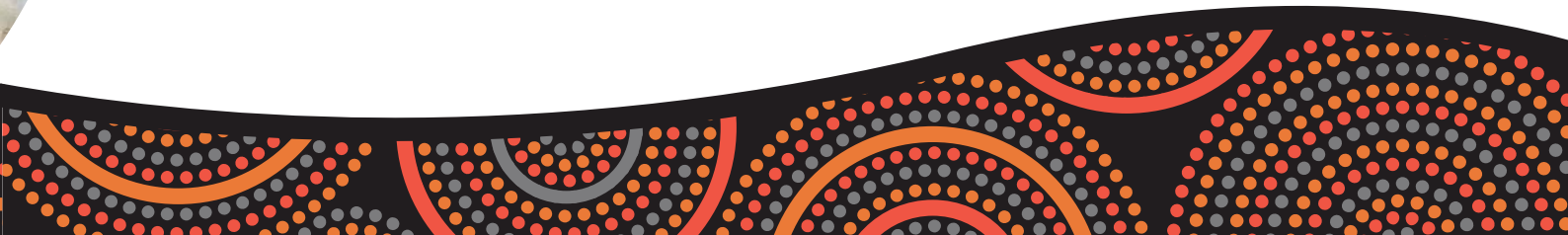
Codee, established in 2011, provide a diverse range of cleaning services across all industry sectors. Codee has continued meeting the demands of the cleaning industry across the Western Australian market. Our team provides and has integrated window cleaning, carpet and tile cleaning, camp management and consumables supply to help further our services to our current and future cliental. In 2021 we joined forces with Millennium Group who acquired a 49% stake in the business, this acquisition will

help continue to grow our Western Australian arm with the future plan to expand the company to a national footprint.

We continue expanding our workforce and providing jobs for more Indigenous people throughout the state with extensive in-house training, proven management systems and by using a current 25,000 m2 contract space as our training ground that operates all year round based in the heart of the Perth CBD. These are the many moving parts that provides the customer

satisfaction that Codee already provides to our current database 24 hours a day 7 days a week.

We offer Aboriginal owned environmentally friendly products for clients who wish to support social awareness and sustainability, our suppliers have a chemist that liaise with Codee and our clients upon request to develop effective solutions that can be used around high risk environments.



Business Activities

Codee are the one stop shop for cleaning services within the commercial, industrial, and Government sectors across Western Australia. We provide a range of solutions to accommodate the requirements of our broad client base. From builders cleaning to government and commercial routine upkeep work, Codee have proven to be a highly dedicated competitor in the cleaning industry.

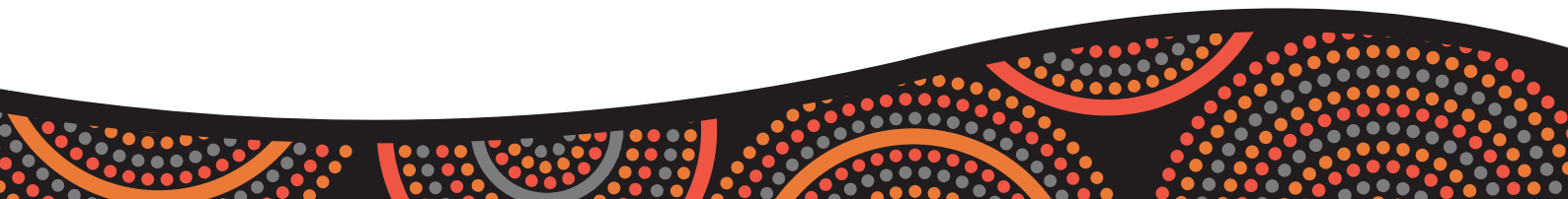
Codee employs a comprehensive risk management approach to all aspects of the business. We work to customer time-frame restraints, scope of works, to provide necessary alterations, while ensuring that risk or safety is not compromised. We have the capability to recommend and provide tailored solutions, with the capacity to provide services every day of the week, all year round. Our partnership with Millennium group has enabled us to expand on our service offerings and staffing with the Millennium team consisting of over 5500 personnel across the country. Millennium's large workforce and diverse knowledge

base offers expertise in many areas of facility support services, combine this with their ability to deliver a flexible approach and their commitment to social and corporate responsibilities. It was a perfect fit for CCS to get to work with Millennium, where staff are integrated within existing structures, and managed by industrial relations and human resources aspects.

SERVICES ARE OFFERED AND PROVIDED TO ALL FACILITY TYPES INCLUDING:

- › Periodical cleaning such as window cleaning, carpet and furniture cleaning, pressure cleaning, graffiti removal and strip and seals.

- › Builders Cleans and fit out cleaning from large high rise apartments, aged care hospital, hotel to residential, commercial tenancy fit outs.
- › Rubbish removal green waste and tip runs.
- › High pressure cleaning and acid washing.
- › Descaling of toilets and urinals, odour treatments.
- › Machine polish and buffing.
- › Re stocking of consumable goods, toilet paper, hand soaps, hand towels, bin liners.



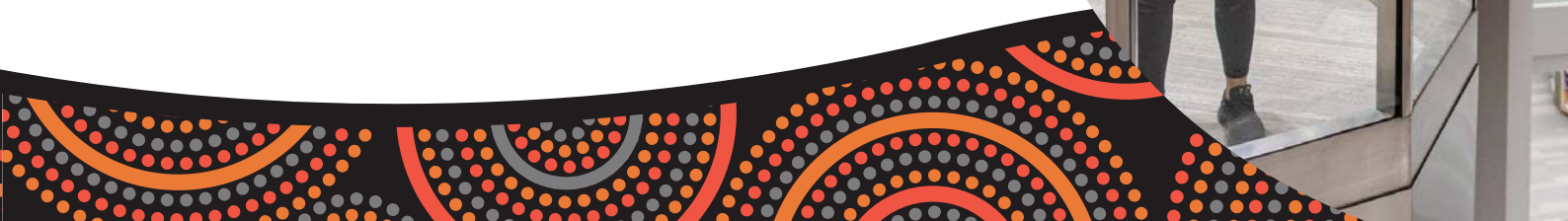
Government

Our team works through the unique requirements of individual specific departments, to create a tailored service plan to suit each site. This includes one-to-one staff training, continuous supervision, and monthly reporting to measures and ensure standards & KPIs are met.

Government Departments cover a large volume of different industries with specific requirements, Codee are confident in our ability to meet these specific needs across a range of sectors including, Schools, Offices, Hospitals, Recreation Facilities and more. Codee are capable of adjusting and adapting our services to suit each individual circumstance.

Codee have a portfolio of permanent customers and have also worked with a number of builders providing Final Builders Cleans on new and refurbished Government projects.

We have an experienced and dedicated management team who are focused on quality and customer service tailored for each unique situation.



Commercial

Business owners can expect a workplace looking presentable daily, we understand commercial cleaning and have experience in putting together action plans that ensure our customers receive a very high standard of service from our team.

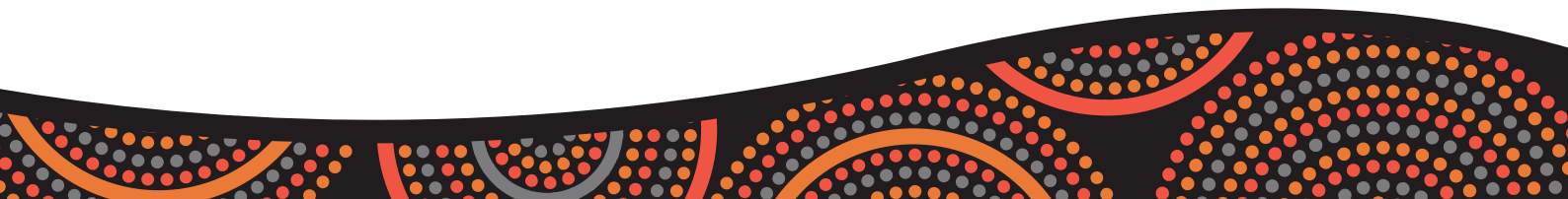
We continue to seek, build, and maintain long term relationships, which is reflective of how Codee value teamwork within the company.

Codee is committed to properly training all staff, aiming to promote a fulfilling positions within the company. We welcome and encourage feedback at our workplace

and on-site. We have an experienced and dedicated management team who are focused on quality and customer service tailored for each unique situation.

COMMERCIAL SERVICES:

- › Maintenance
- › Carpet Steam Cleaning
- › One-Off / On-Going Clean
- › Strip and Seal
- › Window Cleaning
- › High Pressure Cleaning
- › Car park Cleaning
- › Event Cleaning
- › Bio Hazard Cleaning
- › Public / Outdoor Cleaning

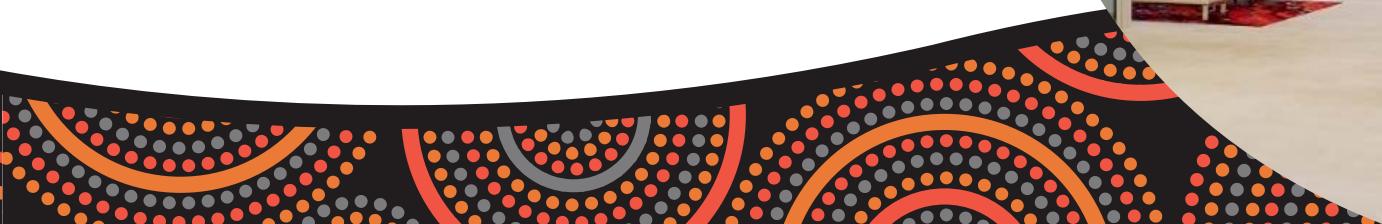


Our Approach

We strive to always deliver top quality cleaning services on budget and on time. Our clients can expect a discrete and professional experience. The people at Codee are devoted to building and maintaining good rapport with customers.

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Some of our Clients

Codee provides services for a wide variety of clients. We consistently strive to meet delivery objectives and exceed expectations of our customers.

We communicate frequently with stakeholders for any necessary updates, informing on schedule conformity or any unforeseen eventuation. This allows us to provide accountability for our performance and manage operations to a standard that clients expect with Codee.



Management Systems

Health and wellbeing, workplace safety, the environment, and service quality are governing features of our delivery.

Having an existing excellent Health and Safety track record, our commitment to OHS procedures and compliances shall promote a continuation of our performance.

We are dedicated to achieving conformance to our goal of zero harm in our workplaces. Developing tailored systems in-house - best illustrated in the Codee Employee Handbook - promotes better performance for our personnel. In line with our consistent move towards efficient business processes, Codee has implemented Management Systems, allowing us to provide efficient planning, ensure satisfaction, continuously improve on services, and ultimately save our client's money.



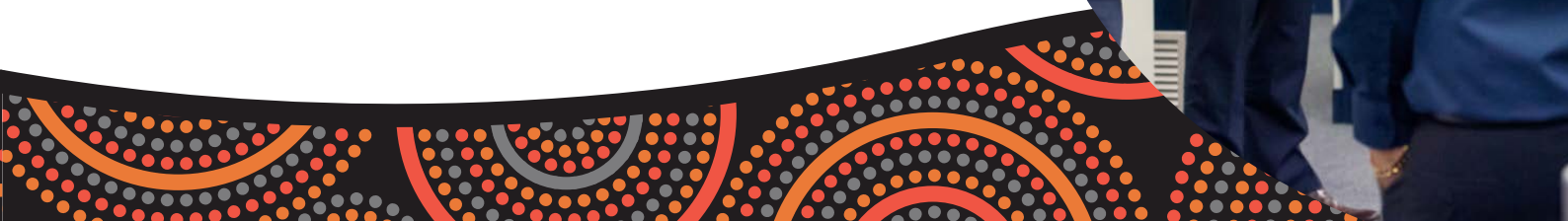
Risk Management Approach

A risk management approach is embedded into all our Management Systems: occupational health and safety, quality assurance, environmental management, in addition to all activities and decisions, contract and financial management, and capital expenditures.

The overall aim of taking a risk management approach to our work, is to ensure that organizational capabilities and resources, inclusive of external collaborating organizations, are effectively utilized to manage both opportunities and threats.

We understand the risks around not having the correct people in our business. To demonstrate our commitment to risk management, we have defined employment processes,

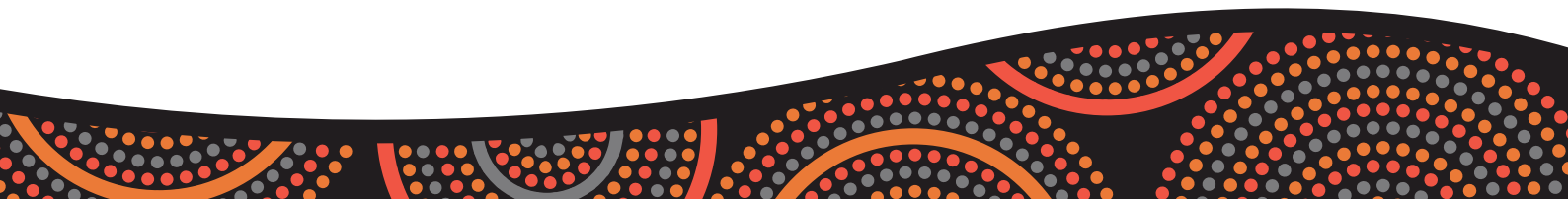
management and training for all our workers. All people that join our organization need to undertake the Codee Induction Checklist, one of our tailored programs. Codee always pays the correct contracts and Award rates for all employees. Having a strong risk identification and management system in place both covers our legal obligations and enables us to better serve clients reliably.



OHS Management

At Codee, we respect the paramount importance of occupational health and safety; for our clients, the communities we operate within, and our people and their loved ones. We demonstrate our commitment to the wellbeing of people through the following:

- › Providing and maintaining a complete Safe Systems of Work
- › We adhere to our responsibility to provide and maintain a safe working environment, including safe plant and equipment
- › Provide the information, training, instruction and supervision necessary to protect workers from risks to their health and safety
- › Provide our people training in Occupational Health and Safety best practice in cleaning activities including instruction and supervision necessary to protect workers from risks to their health and safety
- › We have defined Hazard Identification and Management, including Incident Response Training all relevant to our industry and processes we undertake
- › We hold all required insurances at any given point in time, and review our policies regularly
- › Defined Drug and Alcohol Policy that applies to all staff, and provide and maintain adequate welfare facilities for workers
- › Ensuring all our people meet the legislative and regulatory requirements to enable them to work, including holding the necessary qualifications, training, and permits
- › Ensure the health and safety of other personnel, outside of our organization, is not put at risk from work carried out as part of our operations
- › Using the appropriate levels of personal protective equipment (PPE) required for each job, contractor and work-site
- › Having a commitment to developing our Safe Systems of Work, and adapting and refining it as we grow



Environment Management

We follow defined processes to mitigate any detrimental impact that our work could have on our environment. All of our chemicals used are certified environmentally friendly because we recognize our role in taking care of the Earth.

At Codee we do everything possible to ensure that our products are high quality for efficient performance, and safe for people and the environment. Codee can provide environmentally friendly products to clients who wish to support the environment. We use microfiber cloths and cut out the use of paper towels or cotton because it is proven to be more effective at removing dust and dirt than normal cloths. This helps reduce chemical usage and the overall impact on the environment.

Codee has noticed that 70% of all surfaces are still being cleaned

manually with a mop and bucket. This is time consuming, labour intensive and requires up to 5x more water consumption compared to the iMop.

THE IMOP FEATURES INCLUDE:

- › Minimum waste consumption
- › Reduced chemical use
- › 5 x Reduced water use
- › 75% Labour reduction
- › Reduced Slip Hazards · Instant drying





Quality Management

Our in-house quality assurance system was developed to provide our people a framework for delivering consistent quality services. It is implemented and maintained throughout all the processes employed by Codee to ensure customer needs are met and expectations exceeded.

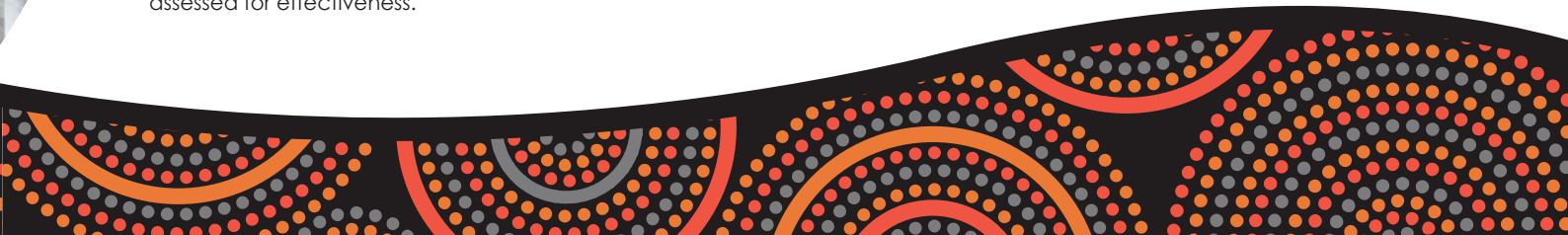
This also means our managers and supervisors continually improve the system's effectiveness in delivering a high level of customer service. Our services are bound by company guidelines, work processes, and pre and post-work assessments. Evaluations of job-specific requirements are performed prior to work delivery and our management team establishes and monitors the individually tailored program. Upon job completion, our work is reviewed with feedback from our clients, and the quality system is assessed for effectiveness.

Having well trained staff is a key enabler for achieving quality targets; which is why our people receive both one-to-one staff training and continuous supervision.

Our cleaners are taught about the small aspects of quality service; such as respecting client confidentiality and thus will not read, move or otherwise interfere with any items or papers left on desks of client businesses without specific instruction.

We have the capability to provide clients with quality assurance reporting to monitor and evaluate our performance.

Our own Internal monthly reporting on defined measures ensure standards are met and KPIs achieved.



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