



CAPABILITY STATEMENT

OCHRE CLEANING



PERTH

WESTERN AUSTRALIA

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WELCOME TO OCHRE CLEANING

Founded in 2017, Ochre Cleaning is a 100% Indigenous owned and operated cleaning and property maintenance company, with a minimum of 90% Indigenous workforce at all times.

Whilst we are striving for a 100% Indigenous workforce, we acknowledge that some management and supervisory roles are required to be filled with experienced people who have the capability to transfer their skills and knowledge onto our Indigenous workforce who wish to aspire to become managers and supervisors.

Ochre Cleaning are aiming to be specialists in the cleaning and maintenance of offices, retail outlets, commercial buildings, multi-sites, educational and aged care facilities across WA and NSW.

We are a provider of an integrated property maintenance service offering, including contract cleaning, professional window cleaning, maintenance services, carpet steam cleaning, graffiti removal, grounds maintenance, general maintenance and asset cleaning.

Our customers will span across the commercial, government, educational, corporate, multi-site, office (major high-rise structures) and retail industries.

FOUNDATIONS

The owner of Ochre Cleaning, Joanne Pellew, has seen an opportunity to use the means available to her via her well-established Indigenous labour hire business and Registered Training Organisation to help end Indigenous disparity. Through Ochre Cleaning, we aim to create real opportunities for the Indigenous community in the areas of training and employment in the cleaning and maintenance industries. Through the Ochre group of businesses, Joanne and her experienced recruitment staff have access to thousands of Indigenous people who are both experienced and trainees in this industry and using the Ochre Training business, the upskilling and provision of people to meet demand is no longer a problem.

Ochre Cleaning was established as Joanne Pellew could see that whilst Indigenous employment targets were increasing across the whole facilities management and cleaning sector, the uptake of Indigenous people was either too slow or non-existent. Ochre Cleaning will strive to win as many contracts as possible to ensure the immediate employment of large numbers of Indigenous people.

SERVICES

- Commercial Cleaning
- Window Cleaning
- Carpet Steam Cleaning
- Waste Management
- Asset Cleaning
- Grounds Maintenance
- General Maintenance
- Warehouse/Workshop Cleaning

What can The Ochre Cleaning Team do for you?

1. Benefits.
 - Assisting your business to meet RAP targets or Indigenous Contract spend
 - Assisting to provide Indigenous employment opportunities to end disparity
 - Reducing environmental impacts by utilising our service delivery
2. Provide you with a clean, safe, and healthy environment for your customers and employees
 - Clean buildings project a first-class image
 - Clean buildings improve the longevity of the building
 - Healthy buildings ensure a working environment free from contaminants
 - Healthy buildings provide a safer workplace and decrease the number of worker's compensation claims due to slip/fall accidents and the spread of viruses
 - Healthy buildings reduce the amount of sick time taken by employees working in the building
3. Improve employee morale.
 - Clean buildings are proven to increase employee productivity
 - Employees who work in a clean building are happier – and happy employees means reduced turnover
4. Reduce costs and increase revenue.
 - Clean buildings are less expensive to maintain
 - Clean buildings help to increase tenant satisfaction and reduce tenant turnover
 - Clean buildings ensure that property values will remain high because having a clean building improves the longevity of the building
 - We provide a high level of automated real-time reporting on all aspects of the contract to track spend, hours and billing

5. Offer you a full-service partnership for all your building maintenance needs.
- We provide quick response to your needs and offer specialised cleaning services such as carpet spotting, carpet cleaning, hard floor care, window washing, construction and grounds clean-up
 - Seamless transition into our customers' business
 - Understand our customers requirements

We believe our most important asset is our people – the success of our business depends on them. Our people are well trained and well supervised. New employees are thoroughly screened, including criminal history checks.

We believe that in order to achieve results for our customers, we need to keep our employees motivated to provide the best service available. Our employees are paid highly competitive wages; they participate in various incentive programs, and are rewarded for a job well done.

BACKGROUND

Ochre Cleaning is your Ultimate Cleaning Solution for any situation.

The Ochre Cleaning team have a commitment to provide a top quality cleaning service with a green conscience. We want to make a difference to our environment and to ensure the health of you and your family and our staff.

Our team of dedicated staff members are thoroughly trained in the latest hygienic cleaning techniques and work safety processes. Your satisfaction will be our primary goal...we focus on maintaining the highest standard of cleaning to protect your health without damaging the environment.

'Ochre Cleaning will only use environmentally friendly chemical products obtained through partnering with other Indigenous businesses in our supply chain to obtain these proven, tested and high quality products'

– Joanne Pellew

OUR DIFFERENCE

The Ochre Cleaning staff is selected on the basis of their ability to work for a company that is different in its approach to cleaning, with a strong emphasis on the understanding that Ochre Cleaning is endeavouring

to set a benchmark for Indigenous services to the government and corporate sectors. All staff will be inducted with the relevant and appropriate personal development and training to ensure a strong brand focused on a high quality service in the Industry is achieved.

Ochre Cleaning have a commitment to provide a top quality cleaning service with a green conscience. We want to make a difference to our environment and to ensure the health of you and your family and our staff, whilst striving to ending disparity for large numbers of Indigenous people.

Our team of dedicated staff members are thoroughly trained in the latest hygienic cleaning techniques and work safety processes. Your satisfaction will be our primary goal...we focus on maintaining the highest standard of cleaning to protect your health without damaging the environment.

We only use environmentally friendly, all-natural cleaning products, carefully selected or made exclusively for us to our specifications.

Ochre Cleaning staff are issued with a code of conduct and are inducted to ensure they have a shared understanding of their roles and responsibilities with the company. This is reinforced by each employee receiving a copy of The Ochre Cleaning Team Employee Handbook – a comprehensive document. One of the most important parts is the Code of Conduct which is reproduced below.

We do not engage sub-contractors to avoid paying award wages to our cleaners. Ochre Cleaning believes in paying its staff according to above-award rates and is totally against degrading employee conditions and providing sub-standard untrained labour. Unfortunately, the cleaning service industry has been tainted by the conduct of unprofessional cleaning contractors who use unscrupulous operating methods by the use of cheap, untrained, sub-contract labour and cash-in-hand payments, designed to increase their profits at the expense of their workers. This presents a massive risk to managers, tenants and owners alike, who unwittingly contribute towards serious breaches of legislation albeit unwittingly. All staff employed by Ochre Cleaning are directly employed and paid in full accordance to award rates. Our workers are fully covered by workers' compensation and Ochre Cleaning has a comprehensive public liability insurance policy.

CODE OF CONDUCT

We want to make sure that our customers are more than satisfied with the quality of service, expertise and results from our organisation. When we accomplish this goal the company and all employees will continue to grow and prosper.

In order to satisfy our customers, we have very high performance expectations of each member of our team. As such, we've included a partial list of the attributes and behaviours we expect from each team member.

- Focus on performance, productivity and efficiency in all work endeavours.
- Mutual respect between co-workers, customers and everyone with whom we do business.
- Considerate of fellow employees, supervisors, subordinates, or co-workers.
- Work in a manner safe to both yourself and your fellow workers.
- True teamwork and cooperation. Personal problems between employees should not be pursued at work.
- Cost-consciousness – always consider how to keep our operating costs to a minimum.
- Respect company property, using only for business purposes.
- Responsible timekeeping.
- Be on time to work and contact an owner/manager for absences or tardiness.
- Talk to management about grievance with fellow employees.
- Maintain company equipment; keep equipment and property clean, replace vacuum bags, clean filters, etc.
- Keep the workplace clean and clutter free.
- Respect your time at work; no receiving or making personal phone calls during working hours.
- Respect the confidentiality of the company and its customers

SUPPLY NATION AND MEMBERSHIPS

Ochre Cleaning sits under Ochre Workforce Solutions, which is recognised as a 100% Certified Indigenous Business, this certification carries through to Ochre Cleaning as the director, shareholder and manager remain the same.

Our membership with both the Noongar and NSW Indigenous Chambers of Commerce demonstrates our professional commitment to quality. We are a professional firm in the business of contract cleaning and our memberships help us to stay on top of the industry. Information on personnel issues, ways to cut customer's expense, and much more is obtained through these Chambers. Our memberships give us a competitive edge so that we can bring you the quality and service that you deserve and expect.

As Ochre is a stand-alone RTO (52506) with Cert II Cleaning on our scope, we are kept up to date on current cleaning techniques and legislations.

OUR PRODUCTS

General Cleaning core range: General Purposes Cleaner, Cleaner Disinfectant, Washroom Cleaner & Dishwashing Liquid.

- Ochre Cleaning Range are safer and environmentally preferable alternatives.
- Target Markets: Facilities Management, Hospitality, Mining (general cleaning).



OUR MISSION

Our mission is to assist the Federal Government of Australia to end disparity via strengthening partnerships between Indigenous and non-Indigenous Australians through understanding, encouragement and active involvement within the commercial world. This will then lead to the empowerment of Indigenous people through employment.