



Providing cleaning solutions  
Emergency line (07) 4151 0450  
Pete, Operations Manager 0427 575 195

## Capability Statement

### 1. Contact Details

1.1 Firm Name: CUC Contractors Pty Ltd  
Trading as Cleanupcrew

Working in association with:

- All-Dev Services

## All-Dev Services



- AI Exterior Cleaning

- Bundaberg Pressure Cleaning

## BUNDABERG PRESSURE CLEANING

1.2 Street address: 16 Kinghorn st  
Kalkie, 4670

1.3 Main Contact: Peter Heath

1.4 Phone: 07 4151 0450

1.5 Mobile 0427 575 195

1.6 Email: [info@cleanupcrewcleaners.com.au](mailto:info@cleanupcrewcleaners.com.au)

1.7 Web Address: [Cleanupcrewcleaners.com.au](http://Cleanupcrewcleaners.com.au)

1.8 Postal Address: PO Box 6148  
Bundaberg East, 4670

1.9 ABN: 14 163 278 840

## 2. Capability Information

### 2.1 Main Business Activities and Industries Served:

From a base in Bundaberg we provide commercial and domestic cleaning services, specialising in:

- External surface cleaning. Concrete cleaning - retirement villages, government, commercial.
- Industrial and commercial facilities and equipment cleaning
- full service contracts to large tourist facilities, pubs and clubs
- internal cleaning to existing businesses
- final cleaning of new construction.

We pride ourselves on listening to our clients to provide better outcomes.

### 2.2 Products and services

#### 2.2.1 External cleaning and graffiti removal (see photo below right)

- All external cleaning services including graffiti removal.
- Well researched methods to clean your business or facility.
- Competitive scheduled service to keep premises appealing.

#### 2.2.2 Commercial and domestic roof cleaning, including challenging and hazardous situations.

The photo below left shows our crew cleaning white writing on a large roof to make it stand out during filming of a documentary



2.2.3 Industrial facilities cleaning, internal and external (see below)



2.2.4 Real estate and internal commercial cleaning

- Commercial exit or end of lease cleaning.  
Our experience includes more than 1000 domestic bond cleans.
- Cost effective cleaning of **businesses** and facilities before marketing and sale
- A domestic service to add value to properties before sale and marketing.

2.2.5 Final cleans of commercial buildings and fit outs. Our contracts have included:

- At new locations: Commonwealth Bank, JB Hi-Fi in Bundaberg
- Complete fit-out: National Bank, Medicare, EB Games, Travel Centre, Anytime Fitness, Burnett Dental, Orange Moose Dental,
- New construction: Branyan and Norville school gymnasiums.(see photo below left)

2.2.6 Final cleans of domestic dwellings

- Over 300 final cleans completed after the 2013 Bundaberg floods.
- Servicing 15 separate builders concurrently over a twelve month period.

2.2.7 Knowledge based cleaning of sensitive areas. Recently this has included:

- Specialist services to distilleries involving cleaning of hazardous areas
- Environmentally sensitive producers such as worm farms and mushroom growers.

2.2.8 Pre-paint cleaning for painting contractors.

Many contractors are finding it it cost-effective to have buildings professionally cleaned before painting. One building that we cleaned recently for painters is shown below (right)



2.2.9 Full service cleaning contracts. Recent contracts include:

- East End Hotel - 3 years
- Bundaberg Distilling Company- Bundaberg Rum 3 years  
This included cleaning for up to 4,000 people for product launches (see photo below)





## 2.3 Facilities & Equipment:

### 2.3.1 Facility:

- Provide services at clients' location.
- Workshop located at Bundaberg.

### 2.3.2 Equipment:



- Vehicles and trailers with chemicals and equipment for quick response.
- Several commercial pressure cleaners.
- Rotary path cleaners for cleaning concrete, tiles and pavers.
- 6 meter extension pressure cleaning lance.
- Window cleaning equipment with 5 storey reach.

### Using our rotary path cleaner to clean concrete

One of our extension lances (right)

## 2.4 Specialised Capabilities:

### 2.4.1 Competitive skills

- Short response time enabling our staff onsite quickly to liaise with client needs.
- Extensive knowledge and experience solving challenging cleaning issues.



### 2.4.2 Products / Inventions / Processes:

- Soft wash process for mould treatment and for more fragile items up to 6 metres access from the ground.
- Equipment to clean 8 meter high buildings without height access equipment which reduces risk.

(see photo above at right)



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### 2.4.3 Certifications Held

All our staff and contractors have specific training and certification. For example, Operations Manager Peter Heath holds:

- License to Perform High Risk Work 3252594
- Elevating Work Platform (EWP) Over 11 metres certification
- Safely Working at Heights certification
- Police check 401129
- Blue card 1511445 / 1
- Construction Induction White Card 1219622
- Certificate 4 Workplace Assessment and Training
- Current First Aid / CPR certificate

## 2.5 Capacity

### 2.5.1 Preferred Maximum Value of Work per Job

- One off cleans valued at under \$500 per job.
- External commercial cleaning in excess of \$40 000 per engagement.
- Full service cleaning contracts of \$100 000 per annum.
- Services to \$250 000 over twelve months in certain situations

### 2.5.2 Area of Operation or Supply

- Within 500 kilometres of Bundaberg

### 3. Track Record

#### 3.1 Major Clients

Client	Service	Referee	Date
Argyle Gardens	327 dwelling Retirement Village Pressure cleaning all driveways, paths and public areas. Building cleaning.	Karen Village Manager. 07 4155 1194	Feb 2016 ongoing
Bundaberg Distilling Company	Full cleaning of public areas, offices, labs and amenities. Periodic external cleaning 3 year contract.	Graham Golcert Senior Production Manager. Ph 0434 184 730	June 2012-to June 2015
East End Hotel	Full internal cleaning contract. Periodic external cleaning of buildings, pavements and Beer Gardens.	Frank Venturi Director Ph 0408 464 570	March 2012 to June 2014
Public and private sector	Much of our work. Daily cleaning tasks as required		

#### 3.2 Leading Projects

##### 3.2.1 Delivery performance and reliability:

- Exterior cleaning and graffiti removal service operating 7 days a week
- Industrial and commercial exterior cleaning is our specialty
- Competitive concrete and path cleaning service
- Out of trading hours cleaning service for businesses

#### 4. Management Systems

- Cleanupcrew contract various compliant tenderers/ contractors to fulfil clients' requirements.

##### 4.1 Safety Management System:

- Zero lost time injuries 2010-2017
- Documented Health and Safety procedures

##### 4.2 Environment Management System

- Documented **Environmental Protection Policy**



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#### 4.3 Quality Management System

- Documented **Quality Policy Statement**
- Understand the needs of existing and future customers
- Measure customer satisfaction
- Share expertise, resources, information, and plans

#### 4.4 Risk Management approach:

- Full compliance with OH&S legislation.
- Documented **Work Method Statements** and **procedures** for equipment use.
- Risk management tools and matrix to access risks.

#### 4.5 Other work management systems:

- Software systems to provide quoting, tracking and invoicing requirements.
- Outsourcing to improve capacity.

#### 4.6 Insurances:

- Professional Indemnity and Public liability insurance \$20 000 000
- Workcover WAD 150 775 372

### 5. Customer service and market response

#### 5.1 Relationships and Communication

- Consistently building beneficial relationships with our customers.
- Offering cost effective service to benefit our clients.

#### 5.2 Responsiveness:



- 7 Day a week  
Hotline





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Quoting:

- 48 hour turnaround- Projects to the value of \$10 000
- 72 hour turnaround- Projects to the value of \$200 000

Reporting and updates:

- Customer focused – as required from time-critical calls to written monthly reporting.

5.3 Continuous improvement and innovation

- Catering to our clients needs- We listen, we find solutions.
- Researching processes and chemicals to meet clients needs.

**6. Working with Industry and others**

6.1 Networks

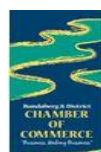
Australia Business and Professional Network	Current Member
OHS Professionals Australia	Current Member
The Chamber of Commerce and Industry Queensland	Current Member
Bundaberg and District Chamber of Commerce	Current Member



Australia Business and Professional Network



OHS Professionals Australia



Bundaberg & District  
CHAMBER OF  
COMMERCE

"Business Making Business"