



COMPANY PROFILE

Millennium Hi-Tech Group Pty Ltd



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CAPABILITY STATEMENT

Millennium Hi-Tech Group Pty Ltd (Millennium) is a privately owned, medium-sized cleaning, security and maintenance specialist service provider to the commercial office, retail, education and industrial sectors. Millennium is proud to provide service to some of the largest and most prestigious commercial and retail buildings within Australia. The company operates successfully in NSW, the ACT, QLD, VIC and SA and prides itself on providing consistently high levels of service and attentive client contact.

The founders of Millennium have each worked in their areas of responsibility for over 30 years. Both Royce Galea and Stephen Lidbury began their careers working from the ground up and therefore have a complete understanding of the industry and client requirements. They have resourced middle management with highly qualified experience to ensure service delivery to sites at a consistently high standard. Above all, Millennium as a company understands the importance of providing a clean, safe and secure work environment for its clients and the community as a whole.

The Millennium Difference

The Millennium Group is characterised by highly motivated management and staff with extensive experience within its field of operations. The Group prides itself on;

- Providing properly trained, equipped, uniformed and remunerated employees,
- Ensuring the safety of its employees, contractors, clients and customers,
- Being focused on service delivery,
- Being price competitive,
- Its high rate of contract retention, and
- Taking personal ownership of clients' interests and requirements

With over 1,500 employees nationally and state offices in Sydney, Brisbane, Melbourne and Adelaide, the Group is big enough to manage a client portfolio and small enough to care.



CLEANING SERVICES



Millennium Cleaning specialises in office and retail cleaning, taking pride in the presentation of tenanted office space, malls and restroom facilities, as well as car parks and external areas. In addition, Millennium Cleaning provides specialist high cleaning and graffiti removal services. Using the latest state of the art equipment, along with environmentally sustainable chemicals and processes, Millennium is well known in the industry for delivering proficient cleaning solutions to their clients.

Millennium has embraced the industry's sustainability movement and has put into practice several green practices and processes, having invested significantly in equipment, chemicals and other resources. Millennium are also experts in disaster recovery (i.e. storms, flooding) and also with regard to building openings and events.

Millennium take great care of its workers as cleaning personnel are remunerated in accordance to the Cleaning Services Award 2010 — Modern Award and trained extensively. Such training and development practices are implemented that encompass various significant issues such as licensing requirements, customer service, risk management and, of course, occupational health and safety.



SECURITY SERVICES



Security is not only a vital consideration for Millennium, but also for its staff and its clients. Millennium recognises the importance of providing a safe and secure work environment for its people, together with the need to protect physical assets and customer assets from theft, assault or misuse. Millennium achieves this by methodically assessing and reviewing the risks that are faced and maintaining effective control systems and measures to minimise security risks.

Millennium provides professionally trained, uniformed and supervised security personnel in the delivery of concierge, guard and protection services, all with the same goal in mind. That is to protect individuals and client property from harm due to criminal acts, including personal injury, loss of or damage to personal property. All this while ensuring compliance with company policies and procedures and compliance with legislation that impacts on company operations. The company has also established and maintained a security risk management system that complies with the Australia and New Zealand Standard AS/NZS 4360:2004.



MAINTENANCE SERVICES



Millennium Maintenance offers a comprehensive range of maintenance and facility management (FM) services that can be offered independently or in support of its cleaning and security services. Millennium's maintenance and FM capability has the capacity to offer clients real savings in operating costs through the provision of suitably qualified and trained personnel who can seamlessly integrated with clients own management team and reporting systems. The range of maintenance and FM services includes;

- Conducting planned preventative maintenance
- Completing daily repairs and asset maintenance tasks
- Completing scheduled painting programs, including car park painting, line marking and graffiti removal
- Co-coordinating tenancy de-fits, arranging base building works and services, arranging hoardings and building waste removal
- Conducting contractor inductions, managing sign-in and out processes and supervising sub contractor works on site
- Key and access management
- Waste and recycling services, removal and education programs
- Disability Discrimination Audits (DDA) and compliance works
- Electrical testing and tagging
- Co-ordination and management of specialist service providers including;
 - Fire and essential services specialist
 - Mechanical and air conditioning specialist
 - Emergency Warning and Intercom Services (EWIS) specialist
 - Vertical transportation services specialist

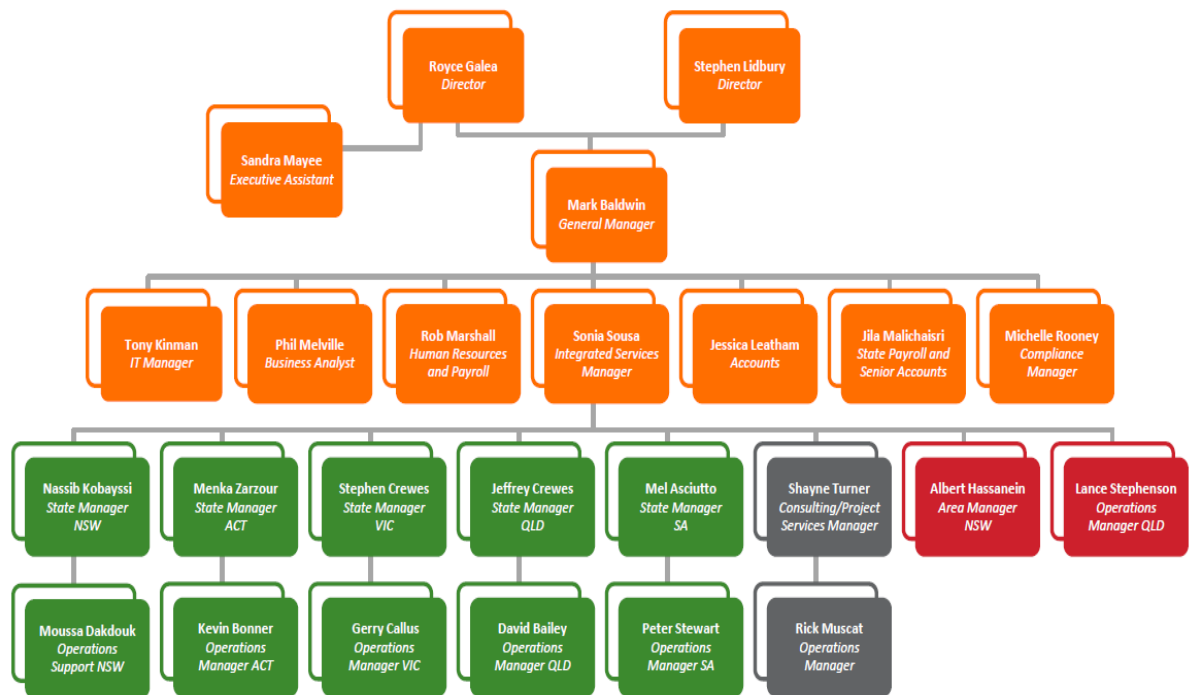
In addition, Millennium Maintenance and FM services can assist with the set-up and set-down of marketing events, crowd control, overflow car park requirements, courtesy crew and provide additional staff during redevelopment works and promotions.

Millennium Maintenance and FM services has the experience and knowledge to tailor a solution suitable to your requirements.



COMPANY STRUCTURE

Millennium Hi-Tech Group Pty Ltd Company Structure (as at October 2011)

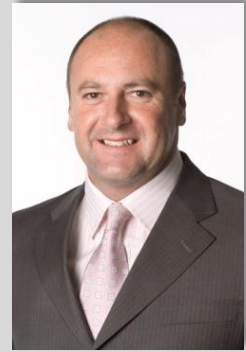


The company structure clearly defines the roles and responsibilities of each level of the workforce.

WHO WE ARE

Royce Galea, Director

Royce Galea has brought with him a wealth of industry expertise, professional acumen and importantly, vigor for the industry. Royce has over 30 years experience in the cleaning and security industries. During this time, Royce has held senior management positions in the health care, retail and commercial sectors which have proven advantageous to his clients. With his professionalism, Royce ensures a 'hands on' approach to all things cleaning which has proven valuable. Royce's management style guarantees that he remains accessible to his clients and Millennium personnel. Royce is a driven individual and takes great pride in developing operational standards that work in synergy with his clients.



Stephen Lidbury, Director

Stephen Lidbury brings to Millennium more than 30 years experience in the security industry with an outstanding industrious reputation. Stephen is continually committed to ensuring a comprehensive understanding of the business objectives set by his clients. Stephen has a proven track record in corporate, commercial and retail sectors, as well as government departments. Stephen has worked with his qualified team to develop comprehensive operational standards expected from his clients. Stephen oversees the tailored complete service package, comprising of the tender process, recruitment and selection of quality personnel, through to the implementation phase of contracts.



Mark Baldwin, General Manager

Mark Baldwin is a property and facilities services specialist of 30 years experience, having held senior property operations positions for listed property trusts and within the service sector. A qualified Chartered Surveyor, Mark brings a disciplined approach to the Group's operations across tender responses, contract mobilization and compliance, as well as human resources training. With a passion for service delivery and sound environmental practices, Mark takes personal responsibility for ensuring client's expectations are met.



CLIENTS

Millennium proudly service many clients from various industries. The list below is just some of the companies that Millennium currently provide cleaning and security services to:

- Westfield Group
- QIC
- Lend Lease
- AMP Capital Shopping Centres
- Department of Education and Children's Services (DECS)
- Jones Lang LaSalle (JLL)
- Channel 10
- Dymocks
- Think Education Group
- DHL
- Brookfield Multiplex
- Perron Group
- APF
- Tower Holdings

The aim has always been to work for a core group of strong and reputable companies working together and striving for excellence and longevity. Again, it is the true proactive and professional delivery of service that Millennium provides which make these client relationships long-lasting.



INSURANCES

Millennium Hi-Tech Group carries \$20m public liability cover and Workers Compensation policies in place in each of the states in which it operates.

Gibson Insurance Group
ABN 60 050 380 771 ACN 050 080 771 AFS Licence Number 240754
Suite 18, 16-18 Marivim Avenue PO Box 908 Chateau NSW 2057
Tel: 02 9411 2200 Fax: 02 9411 1027

CERTIFICATE OF CURRENCY

Attention: Sandra Mayne
Company: Millennium Hi-Tech Group Pty Ltd
From: Michael McMahon
We hereby confirm that we have arranged the insurance cover mentioned below:

Millennium Hi-Tech Group Pty Ltd
Suite 202, Level 2, The Howden Building,
97-103 Pacific Highway
NORTH SYDNEY NSW 2060

Date: 25/05/2010
Our Reference: MILLENIU
ENDORSEMENT

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Class of Policy: Public Liability Insurance Insurer: JJA Underwriting Agency Pty Ltd Level 1, 210 George Street, SYDNEY NSW 2000 ABN: 70 054 866 445 The Insured: Millennium Hi-Tech Group Pty Ltd T/A: Millennium Hi-Tech Cleaning	Policy No: 100456832 Invoice No: 48023 Period of Cover: From 13/08/2010 To 1/05/2011 at 4:00 pm
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IMPORTANT INFORMATION
The Proposal/Declaration:-
☐ is to be received and accepted by the insurer
☒ has been received and accepted by the insurer
 The total premium as at the above date is:-
☐ to be paid by the insured
☐ part paid by the insured
☒ paid in full by the insured

Details:
See attached schedule for a description of the risk insured

Please note that the policy defined above is subject to the receipt of the Proposal Declaration and acceptance by the insurer (if not already completed and accepted) and subject to the full receipt and clearance of the total premium payable by the insured.

Gibson Insurance Group
ABN 60 050 380 771 ACN 050 080 771 AFS Licence Number 240754
Suite 18, 16-18 Marivim Avenue PO Box 908 Chateau NSW 2057
Tel: 02 9411 2200 Fax: 02 9411 1027

CERTIFICATE OF CURRENCY

Attention: Sandra Mayne
Company: Millennium Hi-Tech Group Pty Ltd
From: Michael McMahon
We hereby confirm that we have arranged the insurance cover mentioned below:

Millennium Hi-Tech Group Pty Ltd
Suite 202, Level 2, The Howden Building,
97-103 Pacific Highway
NORTH SYDNEY NSW 2060

Date: 7/09/2010
Our Reference: MILLENIU
NEW BUSINESS

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Class of Policy: Workers Compensation Insurer: CGU Workers Compensation ACT Level 3, 92 Northbourne Ave BRADON ACT 2612 ABN: 11 000 016 732 The Insured: Millennium Hi-Tech Group Pty Ltd	Policy No: O/11-10873 Invoice No: 48765 Period of Cover: From 16/08/2010 To 30/06/2011 at 4:00 pm
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IMPORTANT INFORMATION
The Proposal/Declaration:-
☐ is to be received and accepted by the insurer
☒ has been received and accepted by the insurer
 The total premium as at the above date is:-
☒ to be paid by the insured
☐ part paid by the insured
☐ paid in full by the insured

Details:
See attached schedule for a description of the risk insured

Please note that the policy defined above is subject to the receipt of the Proposal Declaration and acceptance by the insurer (if not already completed and accepted) and subject to the full receipt and clearance of the total premium payable by the insured.

INNOVATION

The Voyager Wand System has been introduced by Millennium Hi-Tech Group as a risk management tool. The system records information such as attendance frequency, time, date and location of staff working within a centre. It ensures that contract return times are met and also assists Millennium and its clients when investigating incidents and claims.

The Wand System is used daily depending on the requirements of the particular site and is installed for the length of Millennium's contract. This is achieved by installing pulsar units in various locations throughout the centre which send out radio transmissions that are received by the Wand when one walks past a designated location. This tracking system has helped Millennium and its clients defend against public liability claims such as slip and fall claims.



QUALITY ASSURANCE

Millennium is a sophisticated, state-of-the-art security and cleaning management organisation working to the highest quality standards. Its mission is for all staff to work as a team to provide its clients with the best and safest possible service that it can provide. Millennium pledges its intention to work with all staff to create the safest and best work practices while consistently meeting customer requirements and expectations. Millennium supports this commitment through the communication, training and development of its staff to ensure that all company goals and quality objectives are understood, implemented and maintained in accordance with and compliance to the certified ISO 9001:2008 standard. To ensure the achievements of the above objectives, Millennium remain committed to continually improve the services and processes it provides through the establishment of measurable quality objectives with set targets and the collection and analysis of data for these objectives to determine areas for taking preventive actions for improvement.

Millennium is committed to the development and implementation of the quality management system and the continual improvement of the system, which embrace the following:

- Communication and consulting personnel regarding the gravity of client expectations as well as adhering to statutory and regulatory requirements
- Establishing and promoting quality policies, objectives and principles
- Monitoring the effectiveness of systems
- Conducting management reviews and independent audits
- Ensuring the availability of resources



OH&S

Millennium recognises its responsibility to provide a safe and healthy workplace to staff, clients and the community. Broadly, this has required Millennium to ensure that all reasonable action is taken to:

- Provide and maintain the workplace in a safe, healthy and secure condition
- Implement all OH&S policies and procedures
- Actively promote and be involved in these policies and procedures
- Provide the resources to meet its OH&S commitment
- Train its staff in hazard identification and reporting of defects and incidents

This commitment supports Millennium's Occupational Health and Safety Policy and is achieved through:

- Complying with legislative requirements
- Providing safe plant and safe systems of work
- Providing information, instruction, training and supervision to employees, contractors and visitors

Millennium is committed to encouraging consultation and co-operation between management and employees, by formally consulting with staff in any workplace change that will affect the health and safety of employees in the workplace. Occupational health and safety performance is reviewed bi-annually as part of the Occupational Health & Safety Management System Review.

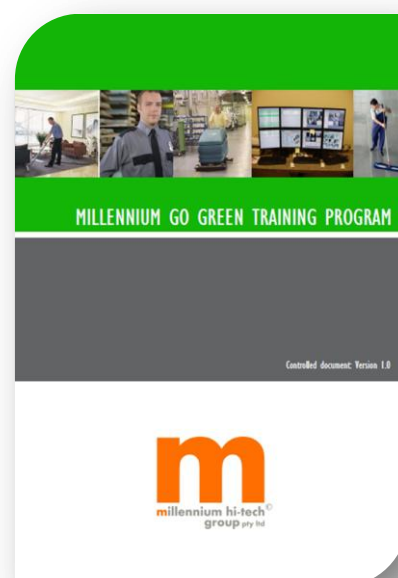


ENVIRONMENTAL MANAGEMENT

Millennium seeks to protect the quality of the environment and strives for continual improvement of environmental performance through systematic management practice. The Group has developed the Millennium “Go Green” training program that specifically addresses environmental targets and establishes a dialogue with client’s assets to ensure that the Group’s actions compliment client’s targets and ambitions.

Millennium is committed to:

- Complying, at a minimum, with local environmental legislation and other guidelines and codes of practice to which the company adheres
- Setting and periodically reviewing environmental objectives and targets
- Waste and energy minimisation and proper waste handling in existing operations and the planning or purchasing of new plant, equipment, processes or substances
- Maintaining an environmental reporting system so that management is kept informed of important environmental developments, particularly with regard to any serious incidents detrimental to the environment
- Taking into account community concerns on environmental issues
- Minimising water usage in the workplace by implementing water saving strategies
- Minimise electrical power usage in the workplace by turning off lights when night cleaning in areas not being used
- Re-using cleaning clothes by collecting clothes previously used in food service areas and re-using them on industrial sites for other less critical cleaning processes
- Collecting paper, cardboard, plastic and glass waste for recycling purposes
- Using only chemicals that are environmentally friendly (biodegradable) and to encourage our suppliers to provide chemicals only in re-usable containers



SOCIAL RESPONSIBILITY



Millennium is proud to provide annual support to Challenge — supporting kids with cancer. Challenge is a non-profit organisation which was established in 1983 to provide children living with cancer and other life-threatening blood disorders with the opportunity to put their illness aside and interact with other children in similar circumstances.

Challenge offers services for our families 365 days a year, which include camps, hospital support, respite and holiday accommodation, parent support, family activity days and extensive ticketing program, among an array of other services.



Millennium is a proud supporter of Reach. For nearly two decades, Reach has made a positive impact in the lives of over half a million young Australians. Reach participants are young people aged 10-18 years of age, in and outside of the school system and supports those who want to improve their self-belief and get more from life.

Reach programs include workshops, weekends away and large scale events that promote the mental health and wellbeing of young people. Reach does this by supporting them to build skills including resilience and emotional awareness.

POLICIES AND PROCEDURES

In support of its staff, and as part of the Group's training program, the Group possesses a comprehensive and effective suite of policies, procedures and training material that is kept up to date as part of its QA accreditation. The Group selects suitably qualified external specialists and utilises the experience of its own personnel in the development and maintenance of its training and policy database. Examples of the Group's policies are illustrated:



CONTACT MILLENNIUM

Millennium Hi-Tech Group Pty Ltd

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address: Suite 202, The Howden Building, 97 Pacific Highway, North Sydney NSW 2060

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facsimile: +61 2 8920 3766

email: enquiries@mht.net.au

VICTORIA

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phone: +61 3 9296 2095

facsimile: +61 3 9296 2168

email: admin@mht.net.au

QUEENSLAND

address: Suite 2, Level 2, Nexus Building, 96 Mt Gravatt/Capalaba Road, Upper Mt Gravatt QLD 4122

phone: +61 7 3216 8100

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