



PLM Group Services

Company Profile

2009

www.plmservices.com

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INTRODUCTION

PLM Group Services established its operations in Australia in 1969 with a single electrical maintenance contract with the Commonwealth Bank of Australia (CBA). The CBA has continually renewed its contracts with PLM consecutively for the last 40 years; this in itself is testament to the company's commitment to delivering a high level of customer service in a cost-effective manner. The Group now provides Services including Electrical, Mechanical and Property services with an enviable client portfolio which includes many blue-chip public, private sector and government clients.

PLM Group Services operations utilizes around 3,000 employees, consultants and contractors throughout all States and Territories of Australia.

The business is structured to provide a single point of contact for our customers no matter where they are located and we do this with the support of our team of asset specialists, employees, subcontractors and consultants. We provide these services through our 24x7 centralised Helpdesk providing customers with one point of contact to report service faults, enquire about accounts, and for general management or technical support.

Our Helpdesk is supported by the latest technology in Computerised Maintenance Management Systems (CMMS), our own proprietary software which enables our customer service team to maintain a high level of communication throughout the entire work request process and to provide regular and on-going reports to our customers.

We know that our company's continued growth has been a direct result of the commitment from our team of dedicated people, our focus on delivering innovative solutions, and by understanding our customers business so that we can offer value-added services. Customer service is paramount through all our people.

This presentation will provide you with an insight into our business and we are confident it will assure you that your business will be supported by one of the most innovative and customer focused service providers in the industry.

Yours Sincerely

Paul Cox
Managing Director
PLM Group Services

Clear Communication

PLM Group Services provides the most comprehensive range of facilities services in the Australian Market. We offer our experience and access to a national resource, through a single point of contact. We provide a fully integrated set of management, planning, and service delivery features through a single customer focused team.

Our Account Management team helps to manage information and improve communication flows both internally and externally.

Our planned structure is aimed at creating a closer relationship with our clients to ensure a more seamless, efficient and effective approach that provides the appropriate blend of specialist expertise, leadership capability, and best for contract outcomes.

Strategic Relationships

PLM Group Services is committed to developing a robust alliance with our clients and to work together towards building a strong ongoing relationship. We realise that we must strive for innovation and excellence during the management and delivery of our services.

Our service offering recognises these requirements, and by adopting a vision that promotes the establishment of a strategic relationship, we can develop maintenance and management plans, which support the achievement of our clients' long-term goals.

Quality and OH&S Commitment

Being an Australian and family owned company for 40 years; we are able to offer comprehensive capability across the areas of Electrical, Mechanical and Property Services. We understand that Quality Assurance is a key feature of the service delivery criteria for all businesses. As part of our commitment to this service delivery we have implemented a management System complying with the requirements of AS/NZS ISO 90001:2000

In addition, PLM has embarked on a new direction in regard to Occupational Health & Safety practices - these centres around goal setting, job tracking, performance and progress, and internal auditing. PLM Group Services is following suit to provide a consistent OH&S approach Australia wide.

At PLM Group Services our goal is to protect and enhance the assets that are critical to your business. All of our clients benefit from this dedication to service. Whether it be a small business or a large corporation, our dedication and attention to detail will remain focused.

We are uniquely positioned in Australia as a leader in all aspects of Electrical, Mechanical and Property services and offer a national service through our network and use of our strategic service partners across Australia.

PLM Group Services National Helpdesk provides multi-servicing capabilities and a competitive advantage by offering our clients a central point of contact for a complete range of building services.

Our Promise

- ü To be the BEST in class
- ü A company that cares about the future of our clients and the protection of their assets, buildings, occupants and visitors
- ü To be proficient and safe at all times
- ü No surprises
- ü Continuous improvement
- ü PLM incorporates over 40 years of local experience combined with access to the latest technology and operating practices, ensures PLM can deliver national strength with local expertise

Our Leadership Behaviour

Our success depends on our clients' satisfaction. As a team PLM Group Services work together unified and integrated, embracing behaviours that are recognised and rewarded throughout our business, from the technicians to the upper management.

- ü We always act in the best interest of the client
- ü We accept personal accountability
- ü We coach, learn and develop our Team
- ü We communicate openly

Our Values

PLM Group Services are dedicated to providing our clients with high levels of quality, service, and value.

- ü A commitment to our people as well as yours
- ü Centralised management and national coordination through the 24/7 Helpdesk
- ü A desire to be a market leader through innovation
- ü We approach all aspect of our business with honesty and integrity
- ü Celebrate our achievements

Our Responsibility

Take a team approach to achieving a partnership vision

Depend upon each other to grow and succeed

Better perform our roles by embracing

- ü The Promise
- ü The Leadership Behaviours
- ü The Values



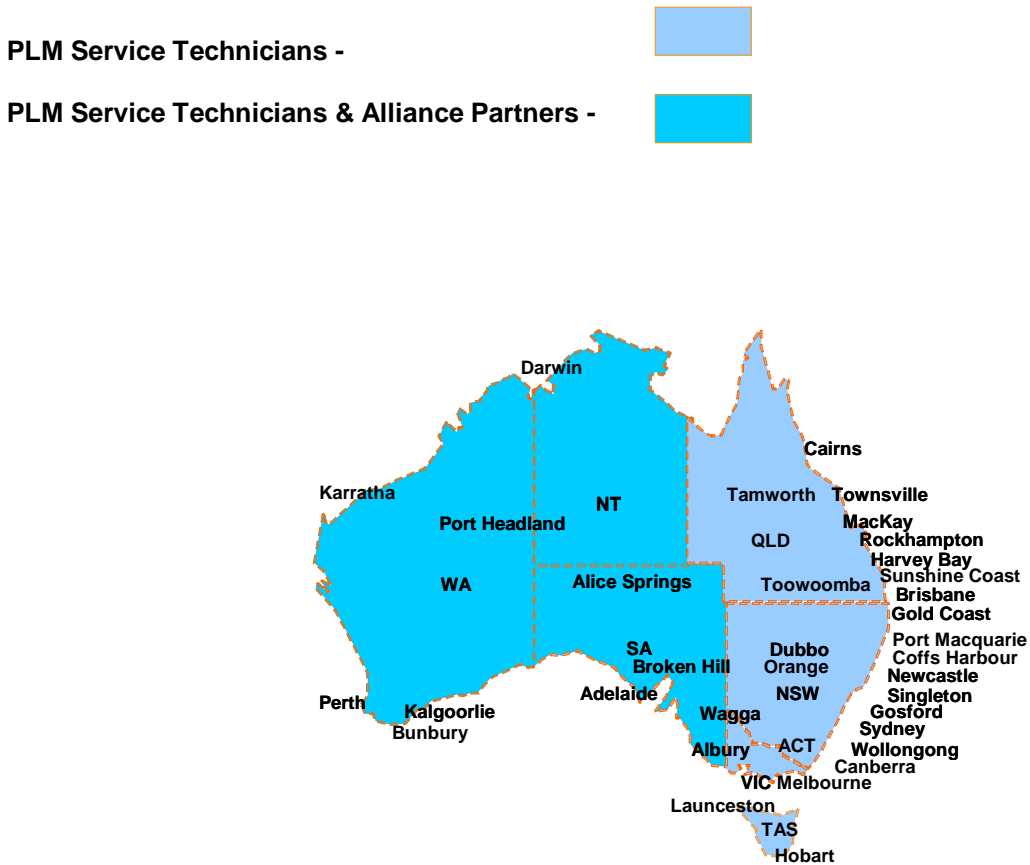
GEOGRAPHIC COVERAGE

PLM Group Services have an unrivalled network and resource capability. Our branches are strategically located along the eastern seaboard and we have developed a significant alliance network in every major city and town throughout Australia. A fleet of fully equipped service vehicles stocked with the latest test and service equipment are attached to each of our branches. This coverage ensures assures that our clients are provided with the most specialised and up to date service nationwide. Our staff are highly skilled and are focused on delivering the highest level of service.

Qualified technicians are available at each branch. National Service Managers directly manage the network. These National Service Managers work alongside our local managers in Victoria, New South Wales and Queensland and our National Helpdesk Manager based in Melbourne. Also, our Account management teams are available to meet directly with our clients. These managers meet regularly to discuss ways in which we can optimize our services, ultimately providing significant benefits to your organisation.

As a demonstration of the scope and geographical coverage PLM can offer a two hour response from each of our branch locations.

The map below indicates the extent of our service coverage and the method of service delivery i.e. PLM Service Technicians or through a combination of PLM Technician and one of our 3,000 Alliance Partners, depending on priority and task type:



PLM Group Services are able to offer our clients a professional and comprehensive range of services backed by a network of technical specialists.

PLM are responsible for providing specialist services across the Electrical, Mechanical and Property Services to clients and consultants for a diverse range of assets in industry and commerce.

PLM represents the most comprehensive property and facilities services, and thus our clients are offered a package that is best suited to their needs and we openly debate the merits and shortfalls of any alternative system.

Our group offer services through its three specialist divisions:

ELECTRICAL SERVICES

The Electrical services division is one of PLM's largest divisions. It provides a comprehensive range of general and specialist services Australia wide.

The division carries out the design, installation, commissioning and maintenance of a wide range of products and equipment, including:

- ü **Electrical installations and remedial works**
- ü **Lighting services which including routine lamp replacement**
- ü **Lighting installations and repairs**
- ü **Exit & Emergency lighting design, installation, repairs and maintenance**
- ü **Appliance testing & tagging**
- ü **Residual current device testing**
- ü **Microwave oven leak detection**

Energy saving electrical solutions including:

- ü **Timer switches**
- ü **Fixed dimming devices**
- ü **T5 & LED lighting alternatives**
- ü **“Green” audits**

MECHANICAL SERVICES

The Mechanical division is PLM's second largest division with branches across Australia and provides wide ranging services including:

- ü **Design, installation and maintenance of HVAC systems**
- ü **Refrigeration servicing- New installations**
- ü **Routine and Ad hoc Air-conditioning Servicing**
- ü **Sales of new Air conditioning including major brands such as Daikin, Fujitsu, Mitsubishi, Actron and more.**
- ü **Duct cleaning services**
- ü **Plumbing and pipeline services**

The Mechanical Division is able to provide customers with expertise over the life of their HVAC and refrigeration systems through the provision of installation, ongoing maintenance and refurbishment and replacement services.

They are a market leader in the Australian HVAC maintenance services market. Maintenance service contracts consist of preventative maintenance, to ensure HVAC and refrigeration products last their projected lifetime, and minor works maintenance, that is, attending to breakdowns and minor repairs.

They offer a range of core capabilities which are focused on meeting their customers' requirements:

- ü **Design and installation of HVAC and refrigeration systems Engineering, drafting, modeling, design**
- ü **24/7 service with a direct employee model**
- ü **Repair and upgrade services to existing installations**
- ü **Permanent on-site technicians**
- ü **Air balancing, indoor air quality testing**

PROPERTY SERVICES

The fastest growing of PLM Group Services' divisions, the Property Services division, provides the broadest range of products and services of PLM Group Services. The division's activities fall into two broad categories:

Strategic Property Services which involve the coordination and delivery a range of services including:

- ü **24 hour Helpdesk support on all Emergency & urgent job requests**
- ü **Asset management**
- ü **Support services**
- ü **Occupational health safety and environmental services**
- ü **Integrated facilities management**

Building Services which include the service, repairs and installation of:

- ü **Carpentry**
- ü **Plumbing**
- ü **Gardening- Grounds Maintenance**
- ü **Cleaning- Ad hoc & routine**
- ü **Painting**
- ü **Plastering**
- ü **Concreting**
- ü **Tiling**
- ü **Floor covering**
- ü **Glazing**
- ü **Furniture repairs**
- ü **Incident response & emergency repairs**
- ü **Service Station/Fuel Site maintenance**
- ü **Insurance 'make safe' response**
- ü **Store/ shop refurbishments**

EQUIPMENT LISTING

Our company has a sustainable investment program which provides for on-going investment and upgrading of our own infrastructure and equipment to ensure we can meet the growing demands of any client and includes:

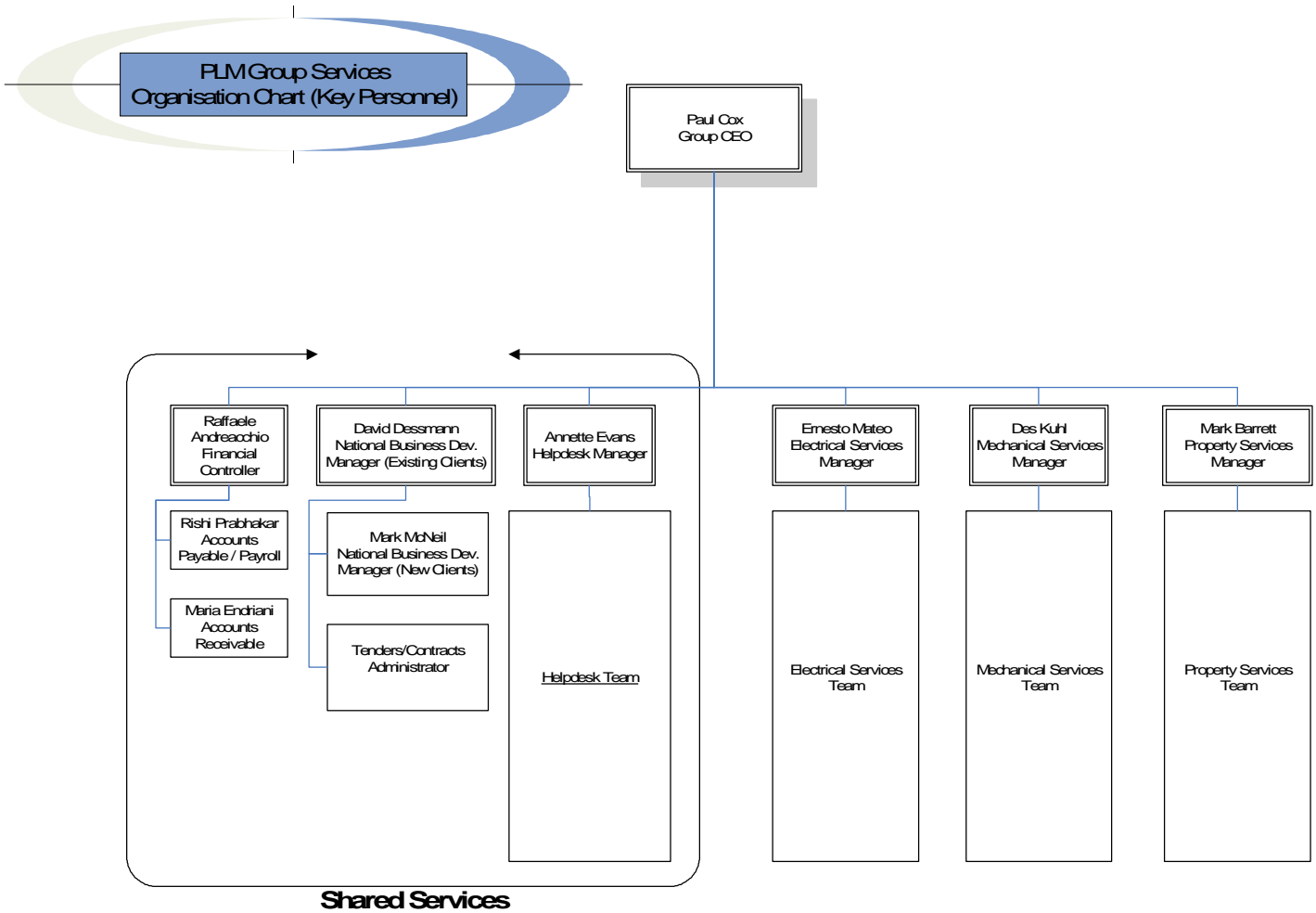
- Portable Cool-rooms & Freezers
- Backup Generators
- Refrigeration Vacuum Pumps
- Electronic Test Equipment
- Refrigerant Gas Reclaim Units
- Electronic Leak Detection Units
- Electronic Scales
- Portable Appliance Test Equipment
- Residual Current Device Test Equipment
- Thermal Imaging Equipment
- Fiberglass Ladders & Scaffold
- High-Pressure Wash Equipment
- Jackhammers
- Air Compressors
- "Kanga" Drills
- Large Grinders
- ARC and MIG Welders
- Vehicle & Equipment Trailers
- Modern Service Vehicle Fleet (Consisting of late model Ford Utilities, Ford Station Wagons and Ford Transit Vans)

Throughout its history PLM Group Services has carried out extensive and ongoing research and development, and as part of a world-wide group has adapted the very latest property and facilities maintenance solutions to suit Australia's own unique conditions.

PLM Group Services is an active member of leading industry associations such as (FMA, AICD, AIM, NECA, and GBC). Through this commitment PLM are at the forefront, ensuring advice given to clients represents current and future thinking on the provision of property and facilities maintenance.

OUR TEAM STRUCTURE

Our key team is made up of people from a range of property and facilities related backgrounds and this forms the basis of our Senior Management and Shared Services Team. The below chart provides an insight into our structure at Head Office level.



The PLM website offers customers and our strategic alliance partners a gateway to essential technical support by providing the latest product information and specifications.

Information is available to be downloaded 24 hours a day without unnecessary delays. The website also provides all the latest news, information and events that PLM are involved in, giving customers access to the latest product developments, demonstrations, and Media coverage.

www.plmservices.com

PLM: Where community counts

PLM's commitment to acting with Integrity, Excellence, Teamwork, and Accountability contributes to our being a good global citizen and socially responsible in the worldwide communities in which we reside. We strive to enhance the well being of our communities by respecting the diversity of people, nations, and cultures.

Contributions



PLM provide on-going financial support to Open Family Australia who provide outreach support and services to young people at-risk. Open Family Australia has been working since 1978 with some of Australia's most marginalised youth, linking them to the services they require and helping them to reconnect to their family and community.

Ownership and Structure

PLM Group Services is a family owned company which commenced operating in 1969. With consistent year-on-year growth and with more than 3,000 employees, consultants and partners business, PLM provides a comprehensive range of property and facilities maintenance services throughout Australia.

A	Full legal entity / company name	PLM Property Services Pty Ltd ACN NO: 007 414 306
B	Details of company principals, and company office bearers (if applicable)	PLM Property Services Pty Ltd is a privately owned and operated company. Paul Cox – Group CEO & Managing Director
C	The date and place of incorporation and the ABN (if applicable)	1990 – Victoria ABN NO: 59 007 414 306
D	Individual personal or corporate shareholders holding a 20 percent or more of any issued share capital	Glenvue Pty Ltd
E	Registered Office address:	211 Lonsdale Street Dandenong, Victoria 2067
F	Postal address	Same as below
H	Contact for enquiries	PLM Property Services Pty Limited 215 - 223 Roden Street West Melbourne, Victoria 3003
I	Name of contact person	David Dessmann
J	Telephone numbers	Land line: (03) 9329 0266 Direct: (03) 9322 1721 Mobile: 0425 811 400 Email: david.dessmann@plmservices.com
K	Facsimile number	1800 815 440

Account Management Team

The Account Management Team is accountable for the day-to-day management, the implementation of the contract vision and the achievement of the objectives. Our Account Management team offers you a single point of contact into our Branch network whilst also providing you with:

The management team focuses on:

1. Honest, open and ethical actions and communications
2. Striving for innovation and breakthrough
3. Timely and forthright resolution of all issues in a non-adversarial context
4. Equitable balance of risk and reward
5. Public accountability and good governance
6. Culture of responsibility
7. Supporting all team members
8. Collective ownership of decisions
9. Trust, integrity and respect



PLM Group Services National Helpdesk

PLM's National Helpdesk is at the hub of our business, located at 215 Roden Street, West Melbourne, and is a 24 hour, 7 day a week operation that provides our clients with a single point of access call centre and contract management facility.

It is a total customer care centre managing both 'front of house' and 'back of house' activities, including –

- Single point of contact
- Technical advice and service
- Contract establishment and implementation
- Development of operational processes and procedures
- Consolidated Invoicing
- Complaint/dispute management
- Client analysis, and tailored statistical business and financial reporting
- Database management

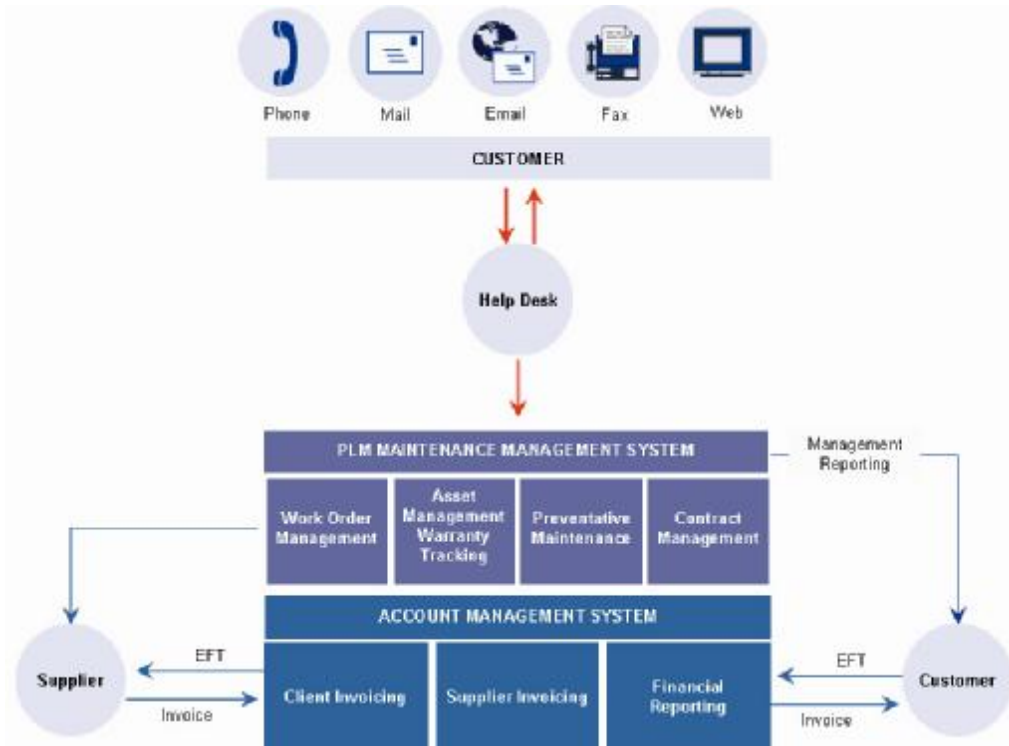
PLM's Helpdesk team are trained to provide a customer friendly and professional service. They are multi-skilled and deployed to maximise service delivery in the most cost effective and efficient manner representing both the needs of their clients and of PLM.

PLM has an extensive service network consisting of its own Branches and alliance partners throughout the length and breadth of Australia. PLM provides a single focus for National contract customers into that network in order to simplify service delivery whilst ensuring that a consistent and standard approach is maintained.



Single Point of Contact

The dedicated 1800 telephone number is provided for all communications. In addition, the PLM Helpdesk has a National number facsimile system, 1800 815 441, for communications along with a dedicated email address, helpdesk@plmservices.com



Invoicing

The PLM Helpdesk consolidates invoicing for all preventative maintenance work and presents the invoicing to our clients in the most appropriate format. This is intended to minimise actions following the rendition of the invoice and to allow the processing of the invoice and the updating of the client's system in the most effective and efficient manner.

As part of the contract implementation action, the PLM Helpdesk establishes a timetable in conjunction with our clients for the rendition of invoicing.

IT and Investment Track Record

PLM has made a significant investment in IT hardware and software. PLM's investment in our own proprietary web-based Computerised Maintenance Management System (CMMS) "PLM Central" has ensured we have the flexibility to meet the growing needs of our clients. This investment represents a significant percentage of earnings.

- ü PLM has maintained a consistent IT capital investment program for the past 4 years. Recent investments have included:
- ü Multi-discipline website and intranet
- ü Integrated project and service management system
- ü Integration of HR and payroll management system

People Supporting Systems and Systems Users

One of Australia's leading IT and Managed Services company's support PLM's systems and computer users throughout Australia. Our staff is dedicated to implementing, supporting and enhancing the system. A dedicated 24x7 Help Desk support our computer users.

Field Data Collection

PLM has the proven ability to employ field data collection devices such as PDA's to gather asset data.

PLM is rolling out PDA's into sections of our business in selected metropolitan areas as part of a technology enhancement project. The goal of the project is to efficiently automate the dissemination, collection and processing of fire equipment testing data. The solution makes use of hand held PDA's communicating via a wireless network to transfer information that has traditionally been printed on hard copy run sheets and distributed manually. Projected efficiency gains will be achieved by mainly reducing the cycle times and the improved accuracy of the data.

PLM has developed custom intranet forms to facilitate the collection of asset data. PLM also has spreadsheet templates for asset collection.

Data from any of these sources can be loaded electronically to the CMMS for ongoing management. The CMMS Service Module maintains a full database of customer assets and asset service history.

Monitoring the quality of service delivery

The CMMS tracks numerous service Key Performance Indicators including response and resolution times. CMMS facilitates priority-based escalation of service requests and comprehensive standard service reports.

Generating reports

The CMMS system uses a relational database that is ODBC compliant. PLM employs either the CMMS tools for report generation or any third party report writer. PLM makes extensive use of Crystal tools for the development, formatting, scheduling, and delivery of standard and customised reports to customers.

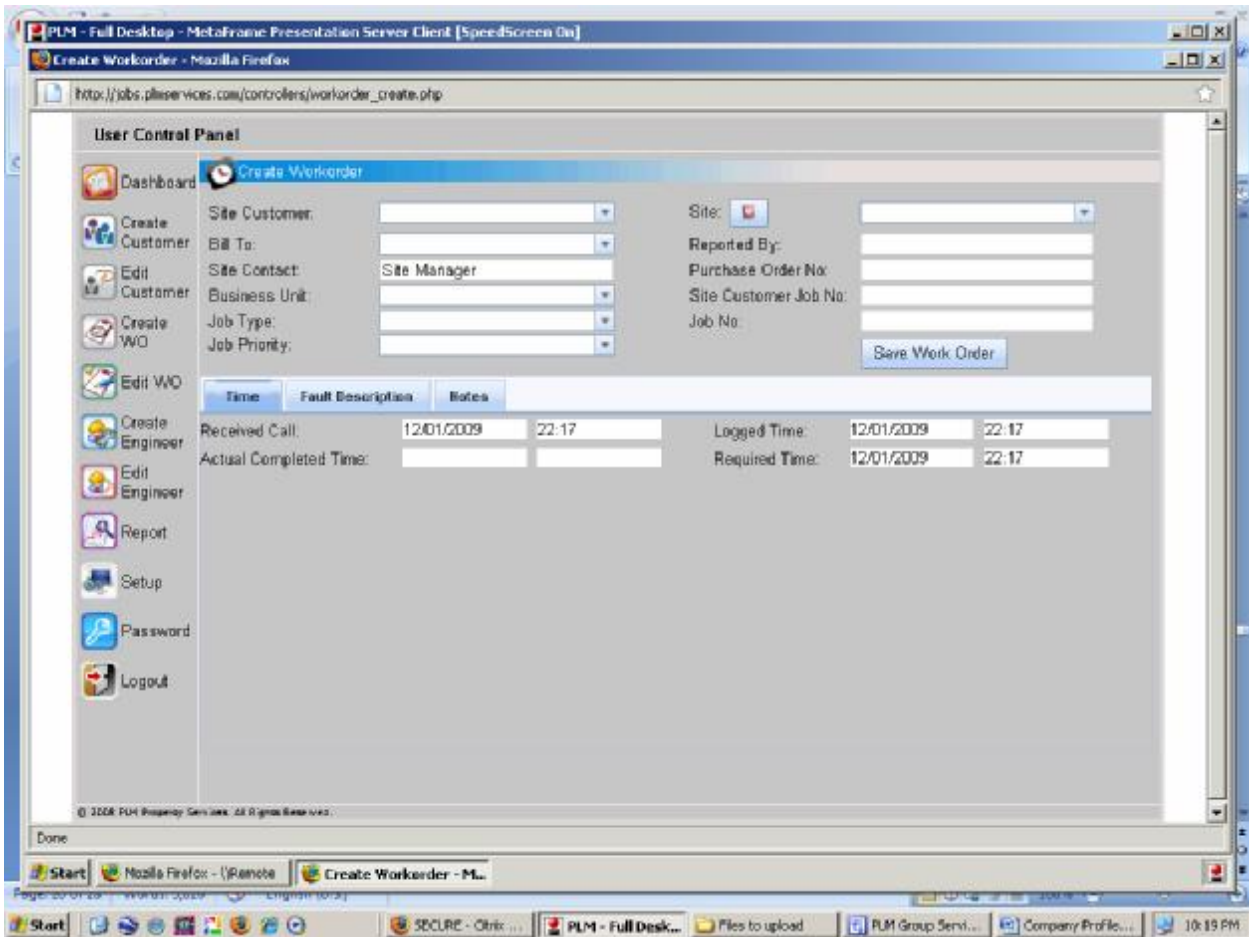
Exploiting the Internet

The PLM Internet site www.plmservices.com provides general information to customers about PLM locations, products, services, capabilities and contact details. The site has a full text search capability to assist our Customers.

PLM has developed and is continuing to develop a number of customer specific extranets for the publication of customer specific information.

PLM's intranet provides staff with access to general support information including system manuals and support procedures. Service procedures and customer specific manuals are distributed via the intranet. The intranet authoring tools are non-technical and non-technical staff easily manages intranet content. The intranet is accessible from any PC connected to the Internet by any suitably authenticated computer user as well as from PLM's internal network.

Purchase order details flow to our CMMS and can be further extended to perform other functions. This could form the basis of a project to interface to an external system, with a proven base.



Screen Shot of PLM Central – PLM’s proprietary based CMMS

Managing our People

The purpose of this People Management Plan is to outline the key objectives and strategies that will be used by PLM.

The PLM "Employee Management Plan" is designed to ensure the basis of the organisation's operation on a daily basis reflects the core values of the organisation throughout its business.

The PLM business has had experience working in various delivery approaches, relationships, partnerships, and alliances. We have built up experience and management competence in meeting the ever-increasing demands of our clients and customers. We have developed people management systems, procedures and training that meet our strict standards and deliver bottom-line results but are flexible enough to be adapted to fit with our client's customs and culture.

The PLM People Management Plan outlines a number of Human Resource processes, systems, and procedures. These tools assist in the management of our people to ensure we produce the individual and group behaviors required to achieve the results for our client.

Because we have a systematic approach to the way we manage our people we evaluate and align our system with our clients. We can make the necessary adjustments to our people management systems to ensure that the culture and working environment that our clients wish, is created to achieve the business goals of the whole team.

We manage, control, and monitor our people management systems by auditing what systems are used nationally in all our regions, projects, and sites and monitor the performance of these systems and procedures. Business audits are completed at the national, state, department, and site level. The people management strategy is the integral part of our business process that ensures that individuals and teams are continually aligned to the business goals.

Industrial Agreements

PLM covers its employees under the most appropriate conditions and entitlements for the particular task, industry, or contract we are working on. If the project or clients request certain conditions on a particular site, we will abide by those site conditions. The fundamental element of the PLM Employee Relations Management Plan is a commitment to honour the terms and conditions of agreements, awards and employment contracts and work as a team within whatever project or site we are working on to achieve a successful outcome for our client.

Our aim is to provide our employees with conditions that achieve the successful completion of the task at hand and allow us to continue to be the preferred supplier of our services in a variety of industries and environments. We have been involved in a variety of industrial agreements.

Our strategy has ensured our track record in industrial relations of the highest standard enabling us to give a total commitment to our client in the areas of safety, completion dates and ensuring budgets are achieved.

Managing Performance Individual and Team Responsibility

Disciplinary Procedure

PLM has a well-established disciplinary procedure. The objective of the disciplinary procedure is to ensure consistent standards of conduct and work performance is maintained.

- ü A major element of our employee relations program is the creation of a framework of innovative employee relations practices designed to:
- ü Develop individual and team responsibility
- ü Increase involvement, efficiency, and productivity of the workforce
- ü Provide people with more varied and fulfilling jobs
- ü Create a productive partnership between employees and management at the workplace characterised by co-operation, consultation and an elimination of disputation

Communication

PLM believes communication is a fundamental process of ensuring employees are informed and therefore involved in the outcomes of the work to be completed.

PLM communicates with its people to ensure that targets for work to be performed are explained to them by the team leaders. Regular meetings are held with employees (for example toolbox meetings and daily pre-start briefings) so that employees are aware of the operational requirements and current progress.

Employee concerns and queries can be raised with the objective of addressing these issues promptly. Individual and team achievements are recognised and people receive regular feedback on their performance via performance reviews.

Industrial Processes / Management of Unions

The preferred employee relations strategy which PLM emphasis is a direct relationship between the employer and employee. We have in place processes that encourage employees to represent/convey their own interests and concerns directly to their supervisor or Manager without the need for third party intervention.

As well as respecting legal requirements on an international basis PLM maintains a strong focus on Health, Safety, Environmental and Risk Management standards for both employees and customers. The key element of this programme includes awareness, training, communication, and measurement Health, Safety, Environmental and Risk Management performance criteria. PLM is and has always been committed to these principles and recognises and rewards excellent performance in this area and includes Health, Safety, Environmental and Risk Management objectives in its planning process. We currently have a comprehensive training programme and supporting documentation in place.

PLM have an Environmental Health, Safety, Environmental and Risk Management System which complies with for instance AS 4801 and AS 14001. The management system was implemented approximately 7 years ago within all PLM business units and is reviewed every 2 years.

The EHS Management System consists of an EHS Strategic plan of 9 Standards and 95 plus procedures. The 9 Standards are as follows:

- ✓ Health Safety & Environment Management & Administration
- ✓ Risk Management
- ✓ Employee Involvement
- ✓ Training
- ✓ Health & Welfare
- ✓ Emergency Preparedness & Response
- ✓ Incident Management
- ✓ Contractor Management
- ✓ Compliance

Internal compliance audits are conducted on the EHS system every 3 years with all non conformances tracked by an audit management system. Self Audits are also conducted by the businesses on an annual basis to identify areas where improvement can be made to their EHS systems.

External audits have been conducted in a number of regions against AS 4801 and AS 14001 with accreditation planned for mid 2009.

All business managers are measured quarterly against a set of 5 EHS Key Performance Indicators incorporating 3 Lead and 2 lag. Lead indicators include Risk Management, Induction and EHS Planning.

The Policy

PLM is committed to protecting the health and safety of all employees and others who may carry out work on our behalf or who are associated with our activities. This includes protection from incidents, accidents, and injuries arising from the misuse of drugs or alcohol. It is the responsibility of all PLM people to ensure the requirements of this Policy are followed.

Achieving the Policy's Aims

In order to meet the requirements of this Policy PLM will:

- ✓ Ensure the objectives of this Policy are integrated into work practice
- ✓ Prohibit the use, consumption, sale, distribution and possession of illegal narcotics, drugs and controlled substances on Company premises and work sites and in Company supplied vehicles
- ✓ Prohibit the consumption, sale and possession of alcohol on Company premises, except as may be specifically authorised by senior PLM management for Company related function or social events
- ✓ Identify and assess risks arising from the inappropriate use of drugs or alcohol
- ✓ Implement effective control strategies to manage risks arising from the misuse of drugs or alcohol
- ✓ Focus control strategies on assessment of job performance and safety behaviour
- ✓ Accept that addiction to drugs and/or alcohol is an illness, and encourage rehabilitation in conjunction with the Company's Employment Assistance Program
- ✓ Provide all staff and employees with information and support so that issues associated with misuse of drugs or alcohol can be managed effectively
- ✓ Encourage employees to report drug and alcohol problems where they are identified
- ✓ Treat the possession, distribution and sale of drugs and alcohol at the workplace as a serious offence that could result in dismissal
- ✓ Comply with the requirements of customers' and clients' drug and alcohol policies, which may include pre-engagement and random testing

ENVIRONMENTAL HEALTH, SAFETY, ENVIRONMENTAL AND RISK MANAGEMENT SYSTEM & PROCEDURES

Purpose

Our purpose is to set a standard for health, safety and environmental management to prevent hurt and harm to employees, contractors, environmental and other third parties.

To provide everyone in the company with easy to follow guidelines for implementing health and safety management procedures for the prevention of work related ill health and injury.

Below is a copy of the contents pages of the EHS manual from our Intranet Site

The EHS Manual provides details of each of the elements of the company's EHS management system. There are a total of 44 sections - which explain the procedures that have to be established by every PLM business unit to manage Environmental Health and Safety effectively.

Procedures Index

Environmental Health, Safety, Environmental and Risk Management System and Procedures			
Document No.	Title	Related Depts.	Rev
P-SA-001	Incident Reporting and Investigation		
P-SA-002	Safety Performance Reporting		
P-SA-003	Rehabilitation Procedure		
P-SA-004	Workcover Claims Management		
P-SA-005	Alcohol and Other Drugs		
P-SA-006	Hazard - Risk Resolution		
P-SA-007	UV Protection		
P-SA-008	Emergency Evacuation and Response		
P-SA-009	Manual Handling		
P-SA-010	Plant Risk Assessment		
P-SA-011	Dangerous Goods		

P-SA-012	Hazardous Substances		
P-SA-013	Workplace Inspection		
P-SA-014	Job Safety Analysis		
P-SA-015	OH & S Information Dissemination		
P-SA-016	Contractor Management		
P-SA-017	Safety Committee		
P-SA-018	Safe Work at Height & Prevention of Falls		
P-SA-019	Legal Compliance		
P-SA-020	OH&S Systems Audit Procedure		
P-SA-021	Isolation Lockout and Tag out		
P-SA-022	Noise Management		
P-SA-023	Electrical Test & Tag		
P-SA-024	Portable Hand Held Tools		
P-SA-025	Training Procedure		
P-SA-026	Purchasing Guide Procedure		

Occupational Health, Safety and Rehabilitation Generic Procedures			
Document No.	Title	Related Depts.	Rev
P-SA-027	OH&S Risk Management Procedure		
P-SA-028	Forklift Safety		
P-SA-029	Danger Tags		
P-SA-030	Confined Space		
P-SA-031	Ergonomics		
P-SA-032	Excavation and Trenching		
P-SA-033	Hot Work Permit		
P-SA-034	Safe use of Portable Generators		
P-SA-035	Intentionally Blank Page		
P-SA-036	Asbestos Removal		
P-SA-037	Bullying and Harassment		
P-SA-038	Induction		
P-SA-039	Safe use of Ladders		
P-SA-040	Working at Height in Stairwells		
P-SA-041	Safe Collection & Disposal of Sharps		
P-SA-042	MSDS Sheets		
P-SA-043	Union Right of Entry		
P-SA-044	Intentionally Blank Page		

Insurance Policies

Provided are details of the current insurance coverage

Insurance	Insurer	Amount covered	Policy No	Renewal Date
Combined Public & Products Liability	Zurich Australian Insurance Limited	AUD\$20,000,000 any one occurrence and in the aggregate in respect of Insured's products	17029414ZGLG	01/08/2009
Professional Indemnity	CGU Insurance Limited	AUD\$10,000,000 any one claim and \$20,000,000 in the aggregate.	03CON0662019	01/08/2009
Workers' Compensation	Vic - CGU Workcover NSW - CGU Workcover QLD - Workcover Queensland	As required by law	Various	Various
Motor Vehicle	QBE Insurance (Australia) Limited	1) Loss or Damage to Vehicles: Market Value 2) Third Party Property Damage: \$20,000,000.	142A400600MVA	01/08/2009