

CONDITIONS OF ENGAGEMENT

Service and Payment

The Customer grants **Pharo Cleaning Services** exclusive right to provide cleaning & associated services

The Customer warrants that it has the authority to enter into this agreement for the relevant service address. The Customer agrees to make payment for provision of services for the term of the Agreement in accordance with the agreed charge Pharo Cleaning Services will render invoices to the Customer on regular intervals.

The Customer will make payment of the invoice balance within a period of 7 Days from date of invoice. If the Customer fails to make payment of the invoice within 7 days of the date of invoice then interest at 12% per annum calculated on a daily basis will accrue upon the outstanding amount.

Rise & Fall

Pharo Cleaning Services shall be entitled to increase charges on one (1) month notice as a result of any changes in award rates of pay, workers compensation premium rates, public liability insurances, Superannuation rates, payroll taxes etc. such charges shall not exceed 10% per annum.

Public Holiday Service

An additional cost (minimum \$50.00) plus normal service cost will apply for services required to be performed on a Public holiday.

Default

The Customer agrees to reimburse Pharo Cleaning Services for all debt recovery and/or legal costs incurred by Pharo Cleaning Services in recovering any amounts due to it pursuant to this agreement

Renewal & Termination

This Service Agreement will be deemed to have been automatically renewed for a further term of equal duration by the customer unless the customer gives notice in writing at least 60 days prior to the expiration of the current term

Pharo Cleaning Services may terminate the Agreement by:

- Giving written notice at least 30 days prior to cessation of services.
- Upon failure of the Customer to pay any amount when due or
- Upon breach of the Customer of any term in the agreement.

Insurances

In accordance with legal requirements, Workers Compensation cover is held for all employed staff and Public Liability Insurance to the extent of \$10 million per incident is held. Copies of Certificates of Currency may be provided if requested.

Uniforms

All Staff wear identifying Company apparel whilst on duty.

Materials

Only the most appropriate and ecologically friendly materials will be used. Material Data Sheets for all cleaning compounds are held when materials are kept on site.

Machinery

The most appropriate and efficient equipment will be utilized on your site. We will continually review equipment available to ensure our contracts are serviced with the most efficient equipment.

Training

All staff is put through our company induction programme prior to commencing duty at your premises. They are given regular on the job training. We train our staff in Cleaning Procedures, Security Procedures , First Aid, Customer Service, Occupational Health and Safety and any other requirements necessary at their place of duty.

Safety

We have developed our own O H & S programme, which, together with our industry Backwatch Programme, allows us to regularly review all aspects of our work and work environment. Staff is required to consider all safety aspects of their work prior to carrying out any duty and to regularly review and discuss any problems in their working environments, which may put them at risk.