

Capability Statement

KAMAKAN FORENSIC CLEANING

"We exist to help with the beginning of recovery"



Kamakan Pty Ltd

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Dear Client,

We thank you for your time in reviewing our capability statement as a prelude to further discussions with our company in relation to your forensic cleaning requirements. We believe that Kamakan Forensic Cleaning Services is well placed to provide specialised cleaning services due to its attention to the following points of difference:

- **Guaranteed Work Quality:** All our services are backed by 100% customer satisfaction guarantee which means you no longer have to worry about the quality of service. If any work conducted does not meet the promised quality, just call us within 24 hours and we will re-treat the area, absolutely free of charge, no questions asked.
- **Productivity:** Our staff productivity is usually higher than your existing supplier, our cleaning productivity standard is much higher per hour than our competitors. This allows Kamakan to complete tasks faster and at a substantial cost savings to you. It also means that Kamakan will always have the optimum level of staff to complete each task and the knowledge and equipment to make the area affected once again safe and habitable.
- **Communication:** A Kamakan Manager will be assigned to your company with a 24 hour, 365 days a year mobile number access for emergencies. We understand that in the forensic cleaning field, quick response times are required at short notice and we guarantee to address the problem quickly.
 - Kamakan assumes that your company would prefer to deal with a highly trained team, and a company that is an industry leader in relation to accreditation and training of relevant standards and legislation. Kamakan was recently audited by WorkCover and passed with positive feedback and has conducted research on standards and legislation within the US due to greater development of the industry overseas and therefore more guidelines in relation to forensic cleaning. We are also one of the only forensic cleaning companies working as a provider with the National Disability Insurance Scheme (NDIS)
- **Resources:** In addition to its two directors, Kellie and Andrew Polaschek draw upon their experience and qualifications to head a team of eight employees and casual staff including two administrative staff, six permanent technicians and six casual technicians. Staff are available during business hours and after hours. All staff are trained to international standards and then mentored by Andrew and Kellie, who have completed some of the most stringent training and audit protocols by US standards, where the standard is higher than Australia and more established.

Our team can cover most needs; however, we are prepared to employ and train new staff as well as offer technicians more permanent hours as needed. We have an abundance of university students studying forensics interested in this type of work. We are based in Sydney and are often called upon to complete subcontract work for Forensic Cleaning companies-based interstate.

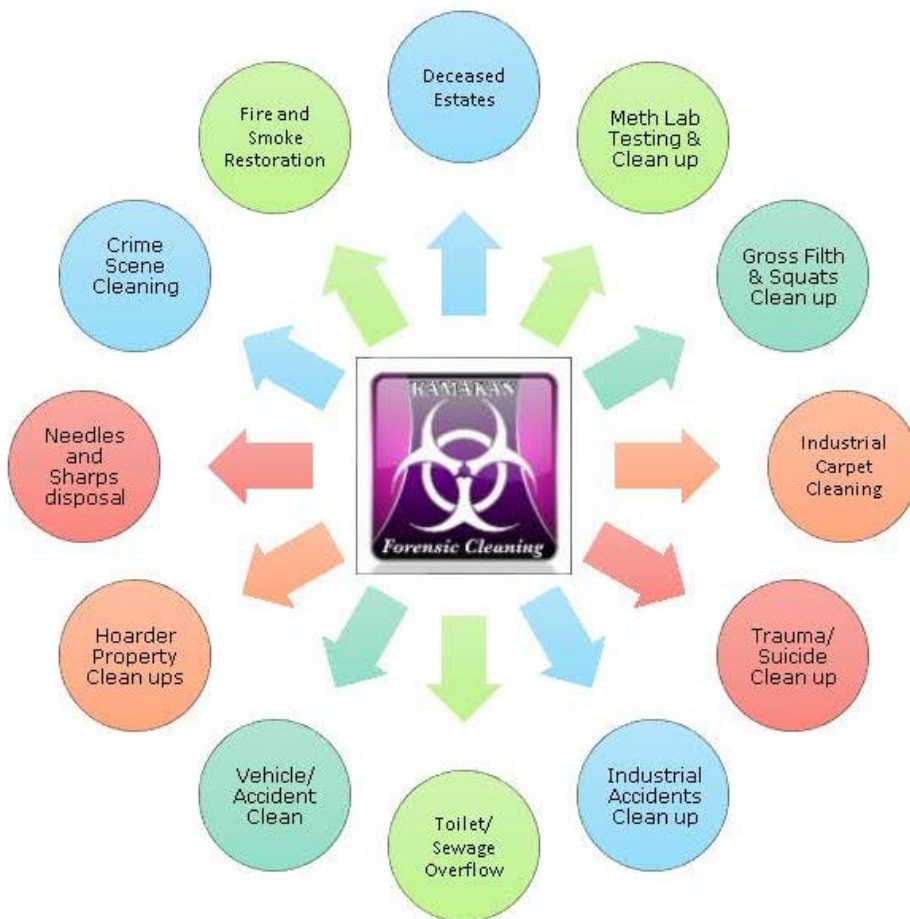
- **Experience:** Kamakan Forensic Cleaning Services is a Proprietary Limited Company that was established in 2016. The owners had been involved in Commercial Cleaning, Carpet Cleaning and Pest Control for over 15 years beforehand and saw a niche area that needed a more professional approach. Kamakan has designed a 6-step remediation process and use a line of cleaning agents that protect the health and safety of our customers and their properties. We stand by our work. Kamakan Staff are both locally and internationally trained and IICRC and ITI and RSA Certified.
- **Staff Retention:** We do not engage sub-contractors that do not have the necessary training or equipment needed to complete a forensic clean. Kamakan Pty Ltd believe paying our staff at above award. We are against degrading employee conditions and providing sub-standard untrained labour. Unfortunately, the forensic cleaning service industry has been tainted by the conduct of unprofessional commercial cleaning contractors who have no business delivering this specialised service and who use unscrupulous operating methods using cheap, untrained, sub contract labour and cash in hand payments, designed to increase their profits at the expense of their workers.
- **Staff Training:** Forensic Cleaning is a specialised service and this type of cleaning cannot just be done by anyone. Exposure to biohazards and blood borne pathogens for staff should be limited where possible to avoid companies like yours unwittingly contributing toward serious breaches of Worksafe NSW legislation albeit unwittingly.

Kamakan Staff are locally and internationally trained. Our company is an IICRC and ITI Certified Firm and our staff consists of Amdecon Certified Bio Hazard Specialists, ITI and RSA Complete Trauma Clean Up trained personnel, ITI and RSA Complete Fire and Smoke Restoration and Odour Control Specialists, Amdecon Certified Meth Lab Specialists, Amdecon Certified Hoarding Specialists and IICRC Certified Odour Control Specialists and Complete Stone, Masonry and hard surfaces restoration specialists. All this knowledge is passed on to all staff with intense training sessions and continuous on the job training.

- **Staff Screening:** All Staff undergo pre-employment screening. We complete Police/Prison/WWCC checks on all employees and ensure a clean driving record for all employees. We provide continuous annual updates in training of
 - Bloodborne Pathogen Training and Compliance
 - Training and use of appropriate Personal Protective Equipment (PPE) Gear
 - Hazard Assessment and Communication Training
 - Heat Illness risk Management Training
 - Ongoing Medical Waste Handling/Transport Training
 - Job Specific Training; Confined Space, Fall Protection, Eye and Face Protection, Power Tool Safety and Lock out/Tag out safety

Due to our WHS policies, Kamakan always has two personnel on site. In this way tasks are completed faster in half the time to enable a more rapid response, greater value for money to our client and it enables equipment and stock to return to circulation for use within the facilities network.

- **Services:** Our Services include but are not limited to:



- **Workplace Safety:** Kamakan Forensic Cleaning are Workplace OHS Compliant. We ensure EPA, RRP, Lead Paint Compliance and Asbestos Compliance. We have a Written Exposure Control Program; we are GHS & SDS Compliant. We can provide our Safe Work Method Statement on request.
- **Accountability:** Kamakan Forensic Cleaning Services Managers can, when needed, perform an initial quote and scope of works and generate a PDF report within a few days of completion of a job. This will include before and after photos and reports. We understand that handling biohazard claims can be challenging, which is why we collaborate with adjusters and carriers to process and resolve claims quickly, allowing our mutual customers to begin the recovery process.
- **Legal Compliance:** All Kamakan Forensic Cleaning Services forensic cleaning staff are employed and paid in line with Australian legislation and work practice laws avoiding possible litigation and fines.
- **Insurance:** Kamakan Forensic Cleaning Services is Fully Insured. We have \$20,000,000.00 Commercial General Liability Insurance, Workers Compensation Insurance and Vehicle Insurance.

- **Additional Services:** We pride ourselves on offering allied services such as Carpet Cleaning, Pest Control and Property Services at cost savings prices without sacrificing quality.
- **Equipment:** Kamakan Forensic Cleaning provides a wide range of forensic cleaning services, possible equipment used depends upon each project, and each clean, however some of the possible options are listed below:
 - If needed for cleanup of blood or bodily fluids, biocides, degreaser/ detergents, wipes, buckets, enzyme cleaners, foggers and an ATP tester are some of the equipment needed. This is also dependent upon location and access. A diverse range of tools and machinery are carried on the Kamakan trucks to enable rapid turnaround times and forensic cleaning to the highest of standards. Similarly, porosity of items can be a factor, although this factor is discussed with the contact person prior to commencement.
 - The option to clean soft goods presents a challenge, our technicians must make a value-based decision on the salvageability before commencement of the cleaning process which would be discussed with staff on site prior to removal of any such items.
 - If needed for general cleaning, vomit or gross filth, we would use a heavy-duty general cleaning product during the initial clean and again during the second clean where a disinfectant would be used on the area after cleaning.
 - If cleaning either luminol or fingerprint dust, we first vacuum with a HEPA vacuum followed by a thorough cleaning with the appropriate cleaning agent.
 - We use buckets, cleaning towels, wipes, scrub brushes, mops, scrapers, dust pans, all of which are single use and disposable.
- **Machinery:** this is dependent upon services required, as each forensic clean and each site is different. However, our primary machine used is a 1200PSI all surface cleaner/portable extractor. This includes various attachments depending on need such as a pressure washer, handheld instruments, upholstery tools, and floor cleaning wands etc.
 - We use Spotter machines, HEPA vacuums, pressure sprayers and absorbents. For odour control we use an ozone generator, air movers or foggers and odour counteractants and deodorisers.
 - We also have fibreglass ladders, working lights, extension cords, moisture sensors, photographic equipment and spring poles if necessary
 - For disposal of medical waste, as instructed by the EPA, we use a rigid biohazard labelled container which is sealed on the job. From there it is transported back to our factory at Seven Hills where it is picked up by a licensed EPA medical waste disposal company for incineration.

- **Cleaning Durations:** Kamakan can be on site within two hours, one phone call and we're there. Cleaning durations are of approximately four hours or less, considering the need to have the equipment back in operation within the system.

Kamakan Forensic Cleaning have:

- Offices based in Seven Hills and Grose Vale, servicing NSW
- Over 15 years' experience in the Cleaning Industry
- 100% Customer Satisfaction Guarantee
- Locally and Internationally Trained Staff
- IICRC, ITI and RSA Certified Firm
- Rapid response - 24/7, 365 days a year availability
- A thorough knowledge of the clean-up and disinfection process
- Specific Chemicals are used formulated for biohazard remediation
- Up to date biohazard remediation and cleaning equipment
- Contract with a licensed medical waste disposal company
- Validated references from customers
- Quality Assurance and Quality Control Processes
- Xero Accounting Software

Some of our Clients include:

Blacktown Council	Deloitte Australia	Dept of Education NSW
Dept of Justice NSW	Family & Comm Serv (FACS)	Housing NSW
House with No Steps	Mission Australia	MTC Broadspectrum
NDIS	NSW Trustee and Guardian	Parramatta Mission
Roads and Maritime Services	St Vincent De Paul	Sydney & NSW Trains
Southern Cross Care	Sydney Region Aboriginal Corp	Wesfarmers



Thank you for your time.

If you require any further information, please don't hesitate to contact us on 1800 994 911 or email kellie@kamakan.com.au.

Kind Regards

A handwritten signature in black ink, appearing to read 'K Polaschek', with a stylized, cursive script.

Kellie Polaschek
Director