



# Capability Statement

## SYSTEMS + CONTROLS = QUALITY

- ✓ Experience and compliance – over 20 years as industry specialists
- ✓ Experience in health care and educational facilities cleaning and allied services
- ✓ Experience in clean room and sanitising programs
- ✓ Experience in environmental and green building programs
- ✓ Experience in chemical-free (purified water) glass cleaning
- ✓ Experience in carpet and flooring restoration

### Compliance in:

- ISO 9001 Quality Management
- ISO 14001 Environmental Management
- ISO 4801 Occupational Health and Safety

### Compliance in:

- IICRC (Institute of Inspection Cleaning and Restoration Certification)
- IICRC Carpet Cleaning and Intensive Stain Removal
- IICRC Fibre Identification
- IICRC Odour Control

### Compliance in:

- Government independent audits
- Qualified electrical Test & Tag technicians
- All statutory authorities: Work Cover (20 years trading unblemished history, zero claims, employer of choice); Aust Tax Office; State Revenue Office

### Systems in:

- High level of reporting and auditing on sites

**HIGHEST COMPLIANCE RATINGS | OUR AIM IS ZERO RISK | OUR AIM IS HIGHEST QUALITY**

**Star Residential Care** systems currently deliver between **99% & 100% Quality** results in Victorian Hospitals as evidenced by independent government cogent auditing.

**Star Residential Care** is so confident in their service delivery that they provide their clients a unique performance signed **MONEY BACK GUARANTEE.**