

TERMS OF ENGAGEMENT

Service and Payment

The Client grants Multiclean exclusive right to provide cleaning and related services as requested by the Client.

The Client warrants that it has the authority to enter into this agreement for the relevant service address.

The Client agrees to make payment at agreed charge, for services delivered by Multiclean to the Client.

The Client will make payment of the invoice balance within a period of 14 days from date of invoice. Multiclean retains the right to charge interest up to a maximum of 10% per annum on outstandings after 14 days.

Rise & Fall

Multiclean shall be entitled to increase charges with one month's notice resulting from increases in award rates, workers compensation premiums, public liability insurance, superannuation rates, payroll tax etc. Increase in charges shall not exceed 10% per annum.

Public Holidays

Should a service be performed on a public holiday, an additional cost (minimum \$50) plus the normal service charge will apply for services required to be applied.

Default

The Client agrees to reimburse Multiclean for all debt recovery and/or legal costs incurred by Multiclean in recovering any due amounts.

Termination

It is deemed the services continue to be delivered by Multiclean until terminated by Client notification in writing.

Insurances

In accordance with legal requirements, workers compensation cover is held for all employed staff plus public liability insurance to \$10 million. Certificates of currency copies may be supplied on request.

Uniform

Multiclean personnel wear identifying Multiclean apparel when onsite.

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, Equipment

Multiclean only uses effective safe and efficient machinery and equipment. We regularly review equipment plus consumables to ensure health and safety for all parties.

Training

Multiclean personnel pass through induction before working on any Client site. They undertake training on developments in safety and operating standards. We train our staff in customer service, cleaning processes, security, first aid, workers health and safety and any other site-specific requirements.

Safety

Multiclean maintains WHS processes and procedures, which allows the company to review all aspects of our work and work environment. Personnel are required to consider all safety aspects of their work and to regularly review and raise potential and actual problems in their environment.

16 April 2024

Multiclean

