



**MENZIES**  
FACILITY SERVICES



**MENZIES PROVIDES**  
Commercial cleaning services across all industries

**With an unrivalled safety & risk management approach**

**S**afety in everything we do  
**T**eam collaboration & respect  
**E**xceptional customer service  
**P**assion

- SAFETY is at the forefront of everything we do
- We work WITH clients in managing risks and hazards on site
- We ensure TOTAL COMPLIANCE on all levels of safety and wellbeing FOR ALL our workers
- We are continually innovating our TRAINING systems and modules
- All workers at Menzies are supported by a ROBUST SAFETY system with a major focus on CONSULTATION and ENGAGEMENT

### **OUR VISION**

To grow our business and become the leading organisation for cleaning and other related facility services across all industry types.

**Menzies is dedicated to becoming the leader in the commercial cleaning business by delivering to its people and its clients top safety results whilst ensuring the wellbeing of every worker within our organisation.**

## **HOW? INNOVATION.**

We live in a digital world, as do our workers and clients. It is important to recognise and understand the communication channels we can use to spread the word of safety within our business. We develop systems, processes and policies that can be understood and used by every single person in our workforce.

Some of the challenges we face when developing safety systems are English as a second language, different levels of education and cultural diversity. We have taken these challenges on board and have developed a system that we believe caters for every individual in our business.

With a workforce that consists predominantly of immigrants, the first step in building a healthy safety culture is to educate and create an understanding for people who have never heard of Work Health and Safety before. We have developed face to face training packages and these training sessions are held regularly to continue to grow the workforce's education on safety and wellbeing.

These efforts are not limited to work, health and safety legislation or Acts and Codes of practice, or safe systems of work, but are heavily focused on our employee's health and wellbeing. We stand by our commitment to ensure the health and wellbeing of our workers - this starts with them. We provide regular trainings on everything from exercise and nutrition to mindfulness and stress management. These programs are offered face to face with specialists, online through a number of different providers and in-house with our Human Resources team. With some of our workers having limited English skills we must ensure that we cater for all different languages.

With the introduction of technology into our safety practices from tablets for safety inspections reporting, hazard identification and controls, corrective action notifications to our online safety management system, we recognise that the use of such innovations also requires support. When you take the pen and paper away and provide staff with IT hardware, you can almost create more work for them. Training and development in these areas has been key to the success of innovation in our business.

We believe in the development of our people - this is not limited to safety, but covers all key areas of operations. This strategy sees our workforce deliver quality outcomes to our clients on a day to day basis. We operate in many industries, from energy and coal plants to aged care and defence facilities. Safety for each of our clients is definitely not a one size fits all. We must look and review all key risk areas of each worksite and the tasks that we carry out. The use of technology has allowed more guidance for all our staff with tailored reporting and procedures developed quickly and in consultation with our management and employees.

Our unrivalled dedication and commitment to the safety and wellbeing of both our staff and clients give us the edge over our competitors.



[www.menziesgroup.com.au](http://www.menziesgroup.com.au) P 1300 557 511

A Certified company under AS4801 - Occupational Health and Safety System

