



INTRODUCTION & COMPANY PROFILE & CAPABILITY

We would like to thank you for the considering Keys Bros Removals & Storage as a quality service provider to meet your specific customer service needs.

The purpose of this paper is to provide an overview of our business profile and the range of services and management methodology we employ, to ensure operational integrity and regulatory compliance that will deliver quality service objectives, with safety to our customers, the public and our employees.

Ownership

Keys Bros Removals & Storage is a Western Australian owned and operated quality Removals & Storage specialist.

The business was acquired in 1994 by a small group of experienced and highly respected removals industry unit holders (The Gill and D'Adamo families) who commenced trading under the entity of:

Fimpark Pty Ltd as trustee for The Relocation Unit Trust t/a

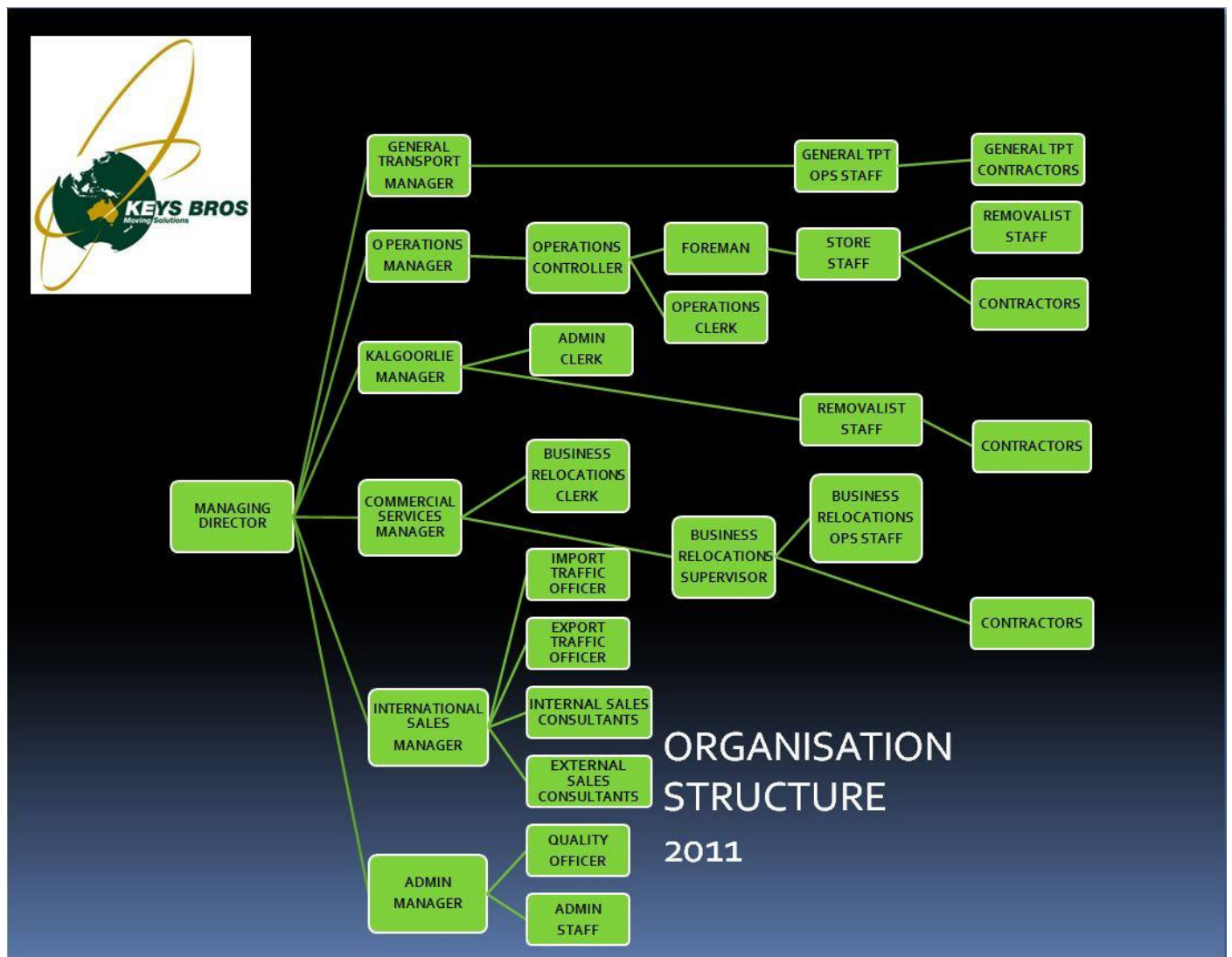
Keys Bros Removals & Storage ABN 93 019 972 218 – ACN 067 834 299

The enterprise has since grown into an industry leader in Western Australia providing domestic and international relocations services throughout WA – Australia wide and around the world.

The business is driven under the leadership of Managing Director Nick D'Adamo and a team of multi skilled management – administration – sales and operative employees, who all share our core values, of providing a quality value for money customer service with safety and integrity.

May we invite you to preview this summary as a window into to our business structure, our services and the management methodology employed in developing mutually supporting business relationships with our customers?

OPERATIONAL ORGANISATION STRUCTURE



SERVICE PRODUCT

The purpose of our business is to provide a wide range of relocation solutions for Governments – Corporate sectors and Private customers with packing, removals and storage service needs.

This includes Packing – Removal & Storage

- Local Removals
- Intrastate WA – Country – Nth West and Goldfields
- Interstate throughout Australia
- International door to door
- Business – Office and Factory relocations
- General freight and long distance haulage
- Freight sensitive transport
- Storage – bonded and free (Container, Storage module and open)
- Ancillary services
 - Car Transport
 - Pet Transport
 - House cleaning
 - Valet service
 - Transit insurance

INTRASTATE REMOVALS – LOCAL AND COUNTRY

We operate extensive services throughout WA, including local removals and specialising in frequent services to the North West Kimberly region, The Pilbara and The Eastern Goldfields, where we have our own regional branch located in Kalgoorlie.



INTERSTATE REMOVALS

Keys Bros Removals & Storage is a partner in the nationwide affiliated network of The Australian movers Group (AMG), which is the country's largest independent moving alliance with fully operational branches in all capital cities and major regional centres.

Many of Australia's largest corporations choose to entrust AMG partner companies with their domestic and international staff mobility requirements, secure in the knowledge that employees and their families are receiving the very best service right across the network.



Interstate - Intermodal container movements via road / rail between AMG Branches.

INTERNATIONAL REMOVALS



Keys Bros Removals & Storage is proudly an accredited member of FIDI, which is the largest global alliance representing the interests of some 500 leading worldwide companies specialising in international removals.



We are also members of **"International Association of Movers"** and attend annual offshore conventions to keep abreast with best door to door global import / export work practice and regulatory compliance with respective sovereign border controls. This enables us to also meet to establish and maintain reciprocal agency trade relationships with our global partners.

Moving overseas



BUSINESS RELOCATIONS

We pride ourselves as being recognised as a dominant force in supporting the Government, Corporate and Educational academy sectors in Western Australia in the planning and implementation of small to large commercial moves for office, university, school, hospital, hotels and factory relocations.

This specialised field of operations requiring move project management planning and operative expertise which is complimented by our fleet of dedicated purpose vehicles i.e. hydraulic tail lifts and air ride suspension vans and trays together with our range of specialised handling equipment that is designed to ensure positive safety and protection of goods in transit.

These assets combined with the productivity of our well trained staff and well prepared movement plans delivers an outcome of on time – on budget relocations with the minimum of disruption to our customers normal business routine.



Commercial Services Manager: Timothy Gill

Tel + 61 08 92560234

Fax + 61 08 4552952

E-mail timg@keysbros.com.au

STORAGE

Keys Bros Removals & Storage have over 4,500 M2 of undercover storage and 5,500 M2 of open area storage in modern owner operated warehouse facilities in Canning Vale and Kalgoorlie

These facilities are maintained to strict security, quality and hygiene standards as demanded by major government customer departments (i.e. Defence – Customs – AQIS)

Household and commercial consignments of furniture and effects are safely packed and stored for short or long term in configurations including, loose stack, Racking, Storage module and Shipping container.

Consignment is accessible to clients on demand.



GENERAL FREIGHT AND HAULAGE

Keys Transport is a specialised division catering for support in logistics and on time delivery to the Oil, Gas and Mining industries by providing long haul services to the Eastern Goldfields and North West WA.



Affiliations

Keys Bros Removals & Storage are proudly affiliated and accredited with the following organisations.

- ✓ AFRA (Australian Furniture Removers Association)
- ✓ AMG (Australian Movers Group)
- ✓ AIMA (Australian International Movers Association)
- ✓ IAM (International Association of Movers USA)
- ✓ FIDI/ FAIM (Federation of International Furniture Removers global alliance and best work practice quality system)
- ✓ Department of Education & Training WA (Priority Access Employer) Industry training
- ✓ Main Roads Western Australia (Heavy vehicle accreditation)
- ✓ Accredited staff qualified as representatives to Aldridge & Street Insurance brokers who hold Australian Financial Services licence 245658 to sell customers goods in transit insurance.



QUALITY SYSTEMS

Keys Bros Removals & Storage have an ongoing commitment to continually enhancing our credentials as reliable and efficient service providers, by striving to deliver a superior service to our customers at fair value for money rates.

As a globally respected member of the Australian and International moving industry, we are subject to regular external and internal quality audits by the respective affiliated bodies including AFRA – FIDI /FAIM – MRD – B/V and for work safe compliance with occupational health, safety and environmental welfare regulation and work practice.

Our prime domestic quality system is to the Australian standard **AS/NZS ISO 9001: 2008** as audited and certified by authorised international auditors Bureau Veritas to March 2012.

Policy and procedures in place include:-

- **Management Responsibility**
 - QP1 Document and business record management
- **Measurement, analysis and Improvement**
 - QP2 Performance monitoring and improvement
- **Resource Management**
 - QP3 Human resources and training
- **Service Realisation**
 - QP4 Equipment and facilities
 - QP5 Purchasing and receiving inspection
 - QP6 Sales order processing
 - QP7 Removals & Storage
 - QP8 Import / Export operations



As accredited members of the professional international mover's community, we are committed to maintaining established quality standards and business integrity expected amongst leading global movers.

On this basis we are subject regular mandatory audit by The Global alliance FIDI / FAIM quality compliance system

Under Western Australian Government regulation we are also subject the MRD Heavy Goods Vehicle accreditation compliance, that is subject to annual audit on vehicle maintenance and safety – Fitness for duty – Fatigue management - driver medicals etc.

ADMINISTRATION AND INFORMATION TECHNOLOGY

With the assistance of our State of the Art information technology system we have installed; the latest computerised system called "MOVEWARE"

Keys Bros Removals & Storage were a foundation investor in this now worldwide acclaimed industry specific program that was developed in Melbourne and now used by most leading moving companies in Australia and now being exported to professional movers throughout the world.

It is significant to note that all of our interstate partners of the Australian Movers Group (AMG) utilise this common IT program and share the same operational procedures to ensure consistent standards.

The 'Moveware' system is a valued tool which incorporates a total integrated program providing Management support – Accounting – Administration - Sales and Marketing – Operational control – Import/Export – Fleet management – Freight tracking – Fleet GPS location and many other features that ensure efficient management of smallest to the largest moving companies.

We are proud to have participated in the systems development and the international success it has achieved for over a decade.



Auditing Accountants

Grant Thornton
Level1, 10 Kings Park Road
West Perth
WA 6005
Contact: Richard Dickson
Director Privately Held Business

Bankers

Commonwealth Bank of Australia
Corporate Financial Services
Level 4,150 St Georges Tce
WA 6000
Contact: Carl Purwien
Relationship Executive

Account Details for remittance

SWIFT	CTBAAU2S
BSB	066 - 162
Account	10104065

Administration Manager: Sharron Butler

Tel +61 08 92560226
Fax +61 08 9455 92995
E-mail sharronb@keysbros.com.au

INDUSTRIAL RELATIONS

We support our employees and contractors to work within a happy team working environment that fosters core values and an equal opportunity policy and encourages equal opportunity staff development through external and internal training programs.

In compliance with good workplace relations we have in place a certified Workplace Relations ACT 1996 – Collective Workplace Agreement.

This is “**The Transport Workers- Keys Bros Removals and Storage Enterprise Agreement**” no 93019972218

This agreement has been passed on: the no disadvantage test and endorsed by **The Workplace Authority**

The management and employees have collectively endorsed

- A privacy Policy
- An Equal Opportunity Policy
- A Drug and Alcohol Policy
- Workplace conditions and remuneration agreement
- Occupational Health Safety and Environmental welfare



RISK MANAGEMENT

Keys Bros Removals & Storage consults with insurance brokers to ensure that we have all embracing coverage of exposure to business risk and compliance with the Insurance contracts ACT

The main risks including, but not restricted to

Policy

- | | |
|---|--------------------|
| A. Workers Compensation - \$50,000,000.00 Insurance Australia Ltd t/a CGU | 0//02-6148 |
| B. Public Liability - \$20,000,000.00 Wesfarmers General Ins t/a Lumley Ins | PECL 0044-1449 |
| C. Management Liability - \$ 2,000,000.00 Dual Australia Pty Ltd | SD /10503/000/07/Y |
| D. Motor Vehicle Fleet - Fleet cover Wesfarmers General Ins t/a Lumley Ins | PEMO 0017- 1786 |

TRANSIT INSURANCE

Keys Bros Removals & Storage can offer Customers Goods in Transit Insurance to its customers, in accordance with the Financials Services Reform ACT (FSRA)

We are an authorised representative (259 787) of Aldridge & Street Insurance Brokers and Risk Management licence (245658)

The types of cover available are: Full Replacement – Market Value and Restricted cover.

Competitive rates can be provided upon substantiated disclosure of the value of goods being transported.

Clients must be provided with: Financial Services guide (FSC) – Product Disclosure statement (FSG) – Policy wording

RESOURCES

Asset	Quantity	Comment
Office space	500 M2	Perth and Kalgoorlie
Warehouse space	15,000 M2	
Trailer – Container park	10,000 M2	
Vans / Trays	33	Semi trailer, Vans, Trays
Vans packing and removal	14	
Storage container modules	690	7.00 M3 Timber storage modules
Steel shipping ISO containers	240	Line haul & storage shipping containers

OCCUPATIONAL HEALTH SAFETY & ENVIRONMENTAL WELFARE



1 OCCUPATIONAL HEALTH & SAFETY PLAN

Modelled In compliance with:-

- The Health Safety ACT 1984
- Occupational Safety & Health Regulations 1969

2 MISSION STATEMENT

- We are committed to our OHS & E plan to hold the highest priority above all else in our workplace. Management, staff and contractors will work to policy and procedural compliance and strive for continuous improvement that will achieve best industry practice standards.

3 THE SAFETY COMMITTEE

- An annual workplace election is held, to appoint a OHS&E committee.
- This pro-active committee is made up of a Six persons from Perth and Kalgoorlie branches including representing management, administrative and operations staff
- The committee meet several times per year

4 OHS & E ISSUES ADDRESSED

- Leadership & commitment
- Safety issues critical to Keys Bros Removals & Storage
- Hazards & Effects Management
- Fire & Emergency evacuation plan
- Implementing and performance monitoring
- Environmental welfare
- Equal opportunity

5 OTHER SUPPLEMENTARY SAFETY ISSUES

- State Govt compliance with Heavy Goods Vehicle legislation covering
 - Fatigue Management & fitness for duty
 - Drug & Alcohol policy
 - Fitness for duty
 - Fleet safety and maintenance records

6 COMMITMENT

- Keys Bros Removals & Storage have a clearly defined Health & Safety Policy in compliance with
 - Health and Safety ACT 1984
 - Health Regulations 1996
- This is kept under constant review by the OH&S committee
- Every employee has an important and responsible role in accident and injury prevention and is encouraged to participate in improving workplace health & Safety
- We are committed to supporting initiatives to protect the environment

7 HAZARDS & EFFECTS MANAGEMENT & TRAINING CONDUCTED

- **Our Depot**
 - Staff induction
 - Prohibited goods in storage
 - Fork lift operations
 - Yard vehicle movements
 - Fire prevention & evacuation
 - Accident reporting & remedy action
 - Safety signage
- **Manual Handling & Lifting**
 - AFRA training program
- **Customer Premises**
 - Commercial Office buildings
 - Factories
 - Mine sites
 - Transport terminals
 - Airports
 - Docks
- Safe Driving
- Identify Hazards
- Training

8 FATIGUE MANAGEMENT PLAN INCLUSIONS

- **Fitness for Duty Statement**
- **Drug & Alcohol Policy**
- **Fatigue Management**
 - Scheduling practice
 - Rostering
 - Readiness for duty
 - Health
 - Employee medicals
 - Workplace conditions
 - Training & education
 - Responsibilities
 - Management of incidents
- **Documentation**
 - Daily time records
 - Training records
 - Incident reports
 - Corrective action records
 - Accident and injury reports
 - Project and job analysis (JHA) reports and action plan development
 - Issuing of safety signs and literature in the workplace

9 OH&S PROCESS

- ✓ Policy and procedures inclusive with quality system AS/NZS ISO 9001:2008 certified to 2012
- ✓ Work instructions

10 OH&S ENVIRONMENTAL MEETINGS

➤ Agenda

- Continuous improvement program, review of procedures
- Incident reports
- Corrective action monitoring
- Training
- Performance monitoring
- Audits

11 RESOURCES PROVIDED

➤ Training Room

- Digital projector, PC, screen, whiteboards
- Staff induction video presentation
- Training videos
- Training manuals
- Procedure manuals
- Posters. Safety signage
- Records

12 SAFETY GIVEN HIGHEST PRIORITY

- Pro Active safety committee
- Regular OHS meetings
- Staff participation
- On job Tool box meetings
- Workplace Induction – training – encouraged participation
- Performance monitoring
- Regular audits

13 FORMS

- ✚ Step back take 5 card
- ✚ Incident hazard report
- ✚ JHA Project hazard analysis
- ✚ JHA Job hazard analysis (each movement)
- ✚ SWMS – Safe Work Method Statements

REMOVAL PROCESS

