



2018 Company Profile

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1 Introduction

CC Consulting Services is pleased to provide a detailed profile for the supply of skilled Trades Personnel, tailored for all construction solutions for your projects. We have sound Construction Industry knowledge of what makes the best trade personnel, bringing huge benefits to your project.

Our valued client list includes companies such as the Department of Housing Division for Transfield, Camden Council, Xsite Developments, Hana Developments, Metro Resources Group, Department of Commerce ERS (Trades Division), Spotless and Chuks Building. Our client base covers a larger spectrum which included; Sydney Trains, Department of Education, Housing Commission, Child Care Facilities and other Government Departments. Large Development Companies for both residential and commercial properties and civil companies

We offer outstanding service, and understand the importance of delivering projects within the scheduled program and budget. You expect all aspects of construction to be handled by experts who know how to do their job, and professionals who can deliver with integrity, experience and commitment. You need a Construction Team to safeguard your responsibilities and reputation - not just to promise, but to *deliver* high quality. We understand that a detailed working knowledge of the provision of Construction Team is essential, particularly in the areas of building and construction, engineering and civil works. This has given us an excellent perspective on the requirements for specific experience, efficiency and the work ethic required for large-scale construction projects. *We know the industry well.*

Experience and expertise are demonstrated through an extensive track record in the provision of Construction Teams. Our client testimonials assert the positive impact we have made on their businesses.

Depth & Accessibility from within our large pool of available resources, will meet your Construction needs. Our extensive database means CC Consulting Services can engage and gear up quickly. As a valued client we will also be available to you 24 hours a day, 7 days a week for the duration of our working relationship. Quality of service as we actively measure and monitor this and will liaise with you on a regular basis to ensure we are meeting and exceeding your service expectations. Your Project will receive a whole of firm commitment from us through our cohesive, well led and engaged team approach which is dedicated to your interests as a valued client.

Compliance by demonstrating an unwavering commitment to relevant laws, regulations, policies and procedures, with thorough implementation of our Quality Management System.

Why Us?

We believe our team and support systems can provide you with the solutions you need to achieve your objectives for an efficient and reliable Construction Teams. Furthermore, underpinning the way we operate is our philosophy of transitioning in and out (site, trade personnel and contractual engagement) in a seamless, compliant and transparent way.

CC Consulting Services welcomes the opportunity to present our credentials to you in person. If you would like to arrange a meeting, or should you have any queries about this proposal, we invite you to contact:

Director – Chris Cakovski

0434 531 255

info@ccconsultingnsw.com.au

2 Managing the Relationship

Your account will be familiar to all levels of personnel within CC Consulting Services. The working relationship is linked through daily, weekly and monthly touch points via our business representatives. We have specific trades to ensure the working relationship runs smoothly and the supply of construction personnel to your Project is efficient

Senior Management	Consultants	Accounts	Administrative Staff
<ul style="list-style-type: none">• Manage the working relationship• Oversee the recruitment and selection of required trade personnel• Ensure high quality, timely, cost effective and commercially	<ul style="list-style-type: none">• Recruitment and selection of required Trade personnel• Ensure skills, licenses, certification and accreditation• Maintain regular contact with staff• Deal with and resolve any issues that arise	<ul style="list-style-type: none">• Process Accounts• Manage Weekly invoices• Send out weekly invoices• Receive and process the weekly Payroll	<ul style="list-style-type: none">• Administer the efficient flow of paperwork• Ensure everything is complaint and legal

Daily procedures that allow CC Consulting Services Consultants to interact with your designated staff. Communications can include:

- Job orders, confirmation and fulfilment.
- Construction Teams job performance
- Any daily issues.

This process ensures designated, responsible, accountable staff are available to resolve issues immediately.

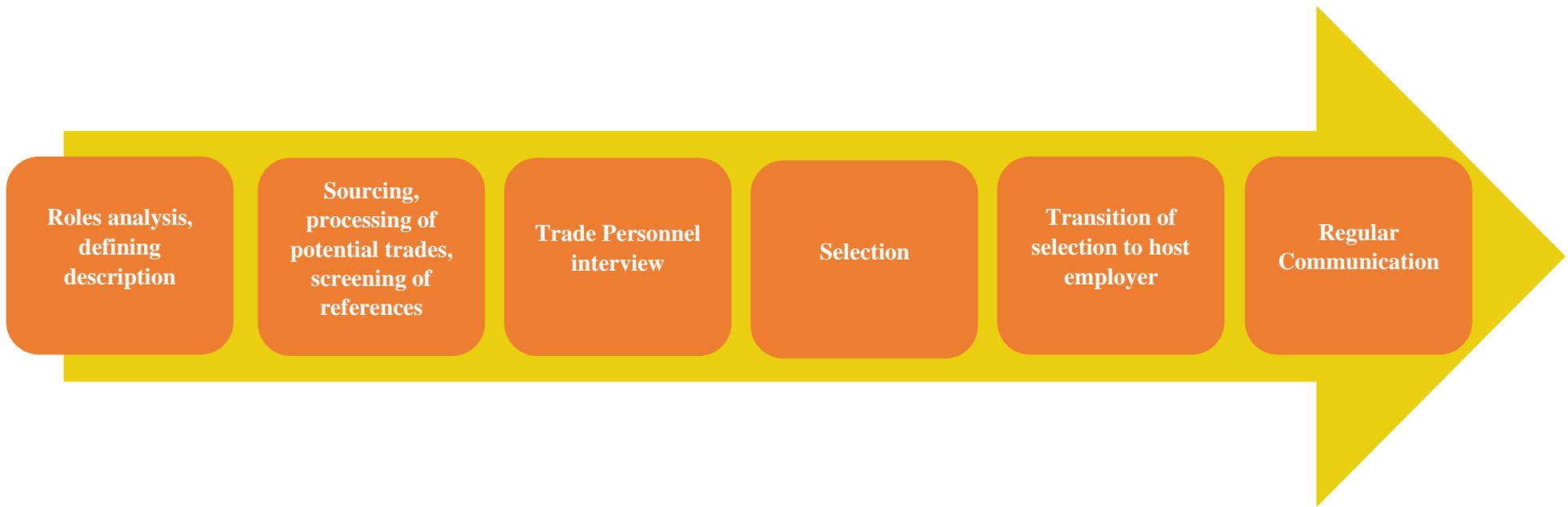
Weekly reports can be provided for an overview of current activities and to address any issues.

We liaise with your relevant personnel for feedback and take any follow up action. This ensures issues raised on a daily basis have been addressed and any ongoing aspects continue to receive attention.

Monthly Meetings between CC Consulting Services Management and your relevant managers are offered. For these meetings we suggest using an agreed document that systematically addresses service against delivery expectations. Our focus is to develop an ongoing partnership based on trust, open and timely exchange of information, quality and continuous improvement

3 How we recruit our workforce

CC Consulting Services has a recruitment methodology which is rigorous, effective and follows a thorough selection process to choose the most appropriately experienced trade personnel who will positively impact the work that is required to be undertaking. This recruitment methodology is best practice and has been utilised successfully by our organisation for a range of large projects across.



Our Recruitment Consultant is continually following the process outlined above, which means requests for emergency staffing can be filled quickly and efficiently

4 Difficult to fill trades

There are busy times of the year when sourcing quality tradespeople can be difficult. Fortunately, CC Consulting Services follow a process in sourcing difficult to fill trades. While the overwhelming majority of trades are filled with relative ease, there are a few that require a number of different options to source. The stages of the process are explained below. The process CC Consulting Services follows to source the best trade personnel are:

1. Search of our database
2. Placement of advertisements in the media including print and online
3. Working through contacts known to us from our database and through social media
4. Referrals from existing Trade personnel on our database
5. In-depth analysis by our recruitment consultant of where trade personnel for difficult to fill trades are located. This is where we utilise non-traditional channels to source your ideal candidate

CC Consulting Services has access to a long list of options to fill difficult trades and it might be the case that we go through the process above or depending on the role. Eg: If it is a particularly difficult and complex role, we might go straight to the last option to source it. Our Consultant will have already commenced putting the feelers out to ensure we are ready to supply should we be successful in securing your business.



5 Successful on boarding of trades

This will be undertaken through a formal on-boarding and induction process. All trades sign an agreement with CC Consulting Services as to their performance expectations before we send them onto sites.

We conduct our inductions on-site and at our office. During induction, policies and expectations will be thoroughly communicated to the candidate. Detailed descriptions and explanations of the role and working environment (including any specific equipment that is to be used) are also provided. Other important information such as work vehicles, site contact and site information will also be given to ensure the trade personnel has everything they need to be ready for the job.

What this means for you is that we have established familiarity and they know what to expect of the company and the role. The trade personnel is effective from the moment they commence on the Project, which leads to improved productivity and increased cost efficiencies.

We provide access to training for all trade personnel. Our Consultants undertake assessments on trade personnel and determine/recommend any training required. We support trade personnel in their professional and personal career development.

For all projects we ensure that trade personnel have the required skills, certification, license and knowledge to successfully complete their work. If there are shortfalls, we provide the training to up-skill as required. As previously mentioned, CC Consulting Services engages in structured follow-up meetings with trades and site managers to address any issues immediately. Furthermore, we have the ability to arrange immediate security and medical checks if required

Trade personnel replacement guarantee

CC Consulting Services will commit to a contractor replacement guarantee. Given the rigorous recruitment, selection, training and induction process we undertake to ensure the best fit between contractors and clients/projects, CC Consulting Services have experienced this to be a rare occurrence. However, in the rare instances that it may occur.

Our guarantee to you is that CC Consulting Services will take action immediately. Our first priority will be to take steps to replace the worker as a matter of urgency to ensure continuity of service. We will then arrange a de-brief meeting with the site manager to understand the issues (particularly where it is a contentious one) that led to the situation and through collaboration, commit to a plan to ensure it does not happen again.

6 Reporting and Payroll

CC Consulting Services has the capacity to generate a broad range of reports which are customised to meet your specific requirements. Our reporting capability is such that these can be generated immediately. We use an efficient and secure cloud-based system which ensures a streamlined and automated process is carried out on your behalf.

The types of reports we can generate include:

- Management reports for contractor or payroll services – names of trade personnel by manager/entity/business unit, total expenditure by entity/business unit, expenditure per site and any other information you may require
- Number of contractors, length of the assignment including duration of assignment
- Number of positions filled
- Number of positions in progress
- Invoice summary
- Summary of Performance action for Construction Teams

Our team is familiar and efficient with the requirement to provide periodic reporting to clients. At CC Consulting Services, we have implemented a four-stage reporting model which addresses all activities on a daily basis, with a summarised weekly report. Monthly and quarterly reports are also available and utilised. We believe this reporting model strengthens our Client/Supplier relationships and is structured to address and continually resolve issues with a controlled and documented approach.

This reporting has been particularly useful in ensuring the timely delivery of services due to the regular and formal communication process we implement.

7 Employment legislation compliance

Internal auditing – processes and procedures are continually audited through formal and informal channels. Every stage of engaging an individual is checked and audited. Audits are undertaken to ensure contractors are being paid correctly, safety standards are being adhered to and changes to legislation are implemented.

Legal counsel – advise CC Consulting Services of changes to legislation and management of industrial relations issues. Any legal updates are shared and communicated immediately to our staff.

Quality Assurance/Risk Manager – assesses working conditions on-site to ensure health and safety conditions are being strictly implemented.

Payroll Officers – checking to ensure trade personnel are being paid correctly.

Open communication with trades – a channel for trades to raise any issues they may have to prevent escalation of problems and ensuring compliance with employment legislation.

When there is a new policy, procedure, regulation or legislation, all staff at CC Consulting Services must attend a briefing from management and sign-off that they have read, understood and will abide by them.



8 Work, Health and Safety compliance

CC Consulting Services has an unwavering commitment to the safety of our people and by extension, the safety of those with which we work. At the end of the day, we like to ensure that *everyone* is going home safely.

CC Consulting Services is committed to protecting the Work, Health and Safety (WHS) of its trades, trade personnel, clients, suppliers and any other interacting parties. It is our objective to provide trades with an environment that is free of risk to their health and safety, recognising that health and safety at work is also an individual responsibility. We ensure our people are empowered with the knowledge necessary to understand WHS.

The essential elements of ensuring our compliance to WHS outcomes are:

- Measurable objectives which aim to improve performance and eliminate work related injury and illness
- Commitment to comply with relevant legislation
- Allocation of responsibility for the implementation of our WHS Management System

CC Consulting Services is compliant with all legal requirements including WHS responsibilities towards casual and permanent staff. We work collaboratively with you to ensure no legislative breaches occur (to the extent that this is within our ability to influence). We recognise that you require a service provider committed to safety results and outcomes and we can confidently meet this as a result of our robust WHS procedures and policies. Eg: We implement and audit our own WHS system and can also conduct a thorough review and assessment of your WHS procedures for your Project, to ensure that all trades we place are well informed of safety protocols on-site. This helps to ensure that all parties (you, the trades and CC Consulting Services) are protected as much as is within our control to do so and that we are able to collaborate and contribute to the health of your WHS system.

By conducting a WHS risk analysis of the site we are able to proactively mitigate and assist in preventing potentially disastrous (and costly) legal action against you. Most importantly, we are able to contribute towards a safe and healthy work environment for our workers. We also provide regular communication to workers to ensure compliance with WHS, which helps to mitigate risks such as non-compliance, worker injury, liability and cost issues.

9 What differentiates CC Consulting Services?

CC Consulting Services can gear up quickly

We have access to a large number of tradespeople and are backed by extensive resources to provide you with the best trades. We attract quality trade personnel across the Sydney area and have the ability to retain them as loyal trade personnel.

We understand the industry in which you operate

Staffing requirements go through peaks and troughs. You may have the contractors on-site for this particular task and upon completion may not require them until later in the project or for another job. We can ensure you retain those trades by moving them through the CC Consulting Services network. We are able to keep our trades busy until such time as you require them again. The benefit to you is cost savings and increased productivity of not having to induct new contractors and lose the skill base.

We are available and accessible at any time and will check on our workers to ensure they are meeting your expectations and requirements, are satisfied in the work they are doing and resolve any issues immediately to ensure there is no disruption to work on the Projects.

We are compliant with all legal requirements

Inclusive of our WHS and Legal responsibilities towards casual and permanent staff. We work collaboratively with you to ensure no legislative breaches occur (to the extent that this is within our ability to influence). We provide periodic toolbox talks to trades

to ensure compliance with WHS, to help mitigate risks such as non-compliance, worker injury, and liability and cost issues.

Unwavering commitment to WHS

The safety and wellbeing of our workers is paramount, with the provision of a personalised WHS induction for each new trade personnel. We ensure everyone has the appropriate PPE applicable to the role and to the job site. In addition, we ensure each trade personnel signs and signs off any SWMS required on the job site. Along with inductions, we undertake a site inspection in conjunction with your site managers to ensure our mutual obligations of worker safety are met.

The Best Trades

We are confident in the ability of our trades. They are professional, skilled and deadline driven. Our people have a strong work ethic. They have experience in the required area of construction and many are multi-skilled, ensuring there are no gaps in the skills required to complete the Project.

They know that we respect them, and their trade and we will remunerate them accordingly. At times we are happy to pay a premium to get and keep these type of workers as it is beneficial to the goals of our Clients.

10 Trades and Services Provided

Over all Services

- Project Management
- Contract Management and Administration
- Construction Estimates
- Tender Submissions
- Construction
- Building Maintenance
- Supplier and product procurement
- Sub-contractor procurement
- Client Representation
- Site Inspections
- Property Sales/Purchase

Trades

- Structural Engineers
- Formwork
- Carpentry
- Concreting
- Scaffolding
- Steel Fixing
- Demolition/Asbestos removal
- Excavation
- Bricklaying

- Installation, repair and servicing of Air Conditioning and Refrigeration units
- All Plumbing Services
- All Electrical Services
- Graffiti removal & Masonry cleaning
- Painting
- Floor and wall tiling
- Roof Repairs
- Tree loping
- Pest Control
- Lawn Care
- General cleaning
- Fence and gate repairs as well as security screens and fly wire
- Plastering maintenance including ceilings and walls

