










*company profile*  
company profile





4	Introduction	
5	Background	
7	Kleenduct Services	
9	Quality and Safety Management	
10	Company Information	
12	Profiles	
15	Contact	

National: 1300 438 287 (13004DUCTS)

VIC, TAS, SA: +61 3 9791 8166

NSW, ACT: +61 2 9622 7599

QLD: +61 7 3205 5355

WA, NT: +61 8 9370 3909



Kleenduct Australia delivers outstanding duct cleaning services to existing and prospective customers throughout Australia.

Our company offers 24 hour, 7 day a week servicing 363 days of the year. This ensures that we are in a position to promptly and efficiently meet the demands of our customers.

### ATTRIBUTES

- ✓ Accurate tender estimation
- ✓ Management of complex and extended projects
- ✓ Efficient handling of all administration requirements from SWMS/JSA to invoicing, follow up reporting, customer service and ongoing support
- ✓ Networked nationally with full IT support
- ✓ State of the art reporting
- ✓ Up to date with Industry Standards, regulations and best practices
- ✓ Fully insured

We offer a wide range of services to an even wider variety of customers. We are extending our operations to include Fiji and New Zealand and will be an international company by mid 2014.

### SERVICES

- ✓ Duct cleaning
- ✓ Air Handling Unit Cleaning
- ✓ Inspection & reporting
- ✓ Kitchen Exhaust Cleaning
- ✓ Filter Exchange
- ✓ Mould Remediation
- ✓ Video inspection
- ✓ Production cleaning

### TYPE OF CUSTOMER

- ✓ Hospitals
- ✓ Shopping centres
- ✓ Fast food chains
- ✓ Stadiums
- ✓ Hotels
- ✓ Mining
- ✓ Naval vessels
- ✓ Manufacturers
- ✓ Rigs
- ✓ Cruise ships
- ✓ Banks
- ✓ Aged care facilities

Kleenduct Australia has the depth and expertise to fully service all duct cleaning requirements on a national basis, and we hold many national contracts with key organisations in Australia. In utilising Kleenduct as a maintenance provider our customer has the opportunity to draw from the extensive experience and comprehensive range of services we provide.

Kleenduct is a leading company in Australia specialising in, though not limited to, the cleaning of ducted air systems.

Our company began operations in 1981 in both Melbourne and Sydney with 6 service staff in the field and a further 3 staff in administration and management. We opened a branch in Brisbane in 1982 and then in Perth in 1986. In June 2013 the West Australia branch commenced independently under the company name of Kleenduct (WA) Pty Ltd and services both Northern Territory and Western Australia.

Presently we are able to offer our services Australia wide with a combined total of 35 personnel nationally and we continue to grow.

Our mission is simple - identify our customer's needs and deliver the best service possible. We achieve this by focusing on two primary areas;



### OUR PEOPLE

**Management;** our managers have all started in the field as duct cleaners and most have had long term careers with Kleenduct. With a combined total experience of around 100 years in management alone, we are well placed to offer sound and practical solutions and to expertly manage any project.

**Administration;** are carefully handpicked and once we find the most exceptional people we don't let them go! We don't know the actual statistics, but are pretty sure that we have one of the lowest resignation rates in administration/management in Australia.

**Service;** we invest time and money into our service staff with an emphasis on training. Procedures are in place to address every conceivable situation. Our service teams are trained to deliver an exceptionally high quality customer experience.





## INNOVATION

As an industry leader Kleenduct has been responsible for the introduction of many innovations that have dramatically changed the face of our industry.

**Photographic reporting** – with the advent of smaller and higher resolution digital cameras in the mid 90's, Kleenduct saw an opportunity to deliver a higher quality of service and introduced before and after photographic reporting. Taking this innovation a step further we became the first duct cleaning company in Australia to provide our clients with web based access to their before and after photos, reports and certificates in a secure environment.

**Duct Robots;** We capitalised on the “robot” technology and were among the first to develop a video inspection and cleaning robot specifically designed for ducts with moderate success.

Software; we are developing in house software in partnership with simPRO to be rolled out in early 2014. Our software will be used in the field by our technicians and will provide up to the minute photo reporting, service reporting, certificates and even invoices. Our customer will be able to access their data on the web including service history and scheduling of future works. Please ring Rebecca on 1300 438 287 for additional information.

Large inspection camera



Small inspection camera



In-House Software

Duct cleaning is a unique industry. We encounter a remarkably wide variety of environments and situations. Our staff have to be versatile and adaptable. We invest a considerable amount of resources into the improvement of our services and that of our industry. We have a vested interest in keeping abreast of trending innovations, practices and regulations. We are proud members of both AIRAH (Australian Institute of Refrigeration, Air Conditioning and Heating) and of IKECA (International Kitchen Exhaust Cleaning Association) and we are fully CM3 Compliant.



## AIR CONDITIONING DUCTWORK

- ✓ Removal of contaminants within supply and return ducts
- ✓ Disinfecting and deodorising of ducts
- ✓ Mould remediation
- ✓ Access
- ✓ Cleaning of supply and return air grilles

## AIR HANDLING UNITS

- ✓ Removal of accumulated dust and debris
- ✓ Access
- ✓ Cleaning of fans, filter frames, condensate trays
- ✓ Mould remediation

## LAUNDRY/BATHROOM EXHAUST SYSTEMS

- ✓ Removal of contaminants within ducts
- ✓ Disinfecting and deodorising of ducts

## VIDEO INSPECTIONS (inspect first and clean only if needed)

- ✓ Risers
- ✓ Pipes
- ✓ Air conditioning ducts

## KITCHEN EXHAUST SYSTEMS

- ✓ Photographic reporting
- ✓ Filters
- ✓ Canopies
- ✓ Exhaust/plenum chamber
- ✓ Initial duct
- ✓ Horizontal and vertical duct
- ✓ Fan



## PRODUCTION SHUTDOWN/ FACTORY CLEANING

- ✓ Overhead cleaning
- ✓ Cleaning of ovens
- ✓ Flues
- ✓ Main lines
- ✓ Exhaust stacks
- ✓ Exterior of exposed ducts
- ✓ Girders
- ✓ Sills

## SPECIALISED SERVICES

- ✓ Swab sampling/Independent lab testing
- ✓ Removal of rust/scale
- ✓ Air quality testing
- ✓ Duct refurbishment

Contact Kleenduct Australia for a specific brochure if it's not contained in this profile or visit our website [www.kleenduct.com.au](http://www.kleenduct.com.au) and click on "Services".



## QUALITY ASSURANCE & HEALTH & SAFETY

Our aim is to deliver the best service possible and to this end we offer our customer's a quality guarantee. We are able to provide this guarantee as we focus on a high level of training and customer follow up and this combined with our well-developed quality and safety management systems ensure the best outcome for our customer.

Our management and administration staff are trained to identify the customer's needs and to provide an appropriate and satisfactory solution. From the very first contact with our customer to the service and follow up no aspect of our service is overlooked.

Our duct cleaners have the following training as a minimum:

- ✓ Construction card
- ✓ Confined spaces
- ✓ Basic First Aid
- ✓ Height Safety Awareness
- ✓ Elevated Platform



They receive further training in the following areas;

- ✓ Identify, cut and reseal access
- ✓ Operation of hand tools
- ✓ Operation of equipment
- ✓ Site specific induction
- ✓ Following JSA/SWMS
- ✓ Understanding and following Kleenduct's procedures
- ✓ Protecting and respecting the customer's environment
- ✓ Training to IKECA Standards

Kleenduct Australia has developed safety and quality management systems that are externally audited on a six monthly basis and certified to comply with Australia and New Zealand (AS-NZS4801) (AS/NZSISO9001):2008.

We adopt AIRAH (The Australian Institute Of Refrigeration, Air Conditioning and Heating) Best Practice Guidelines and AS 3.666.2 and 1851 – 2012 recommendations to achieve our exceptionally high standards.

Our systems ensure that all parties involved are protected and that our staff are working with safety and quality first and foremost in their thoughts.

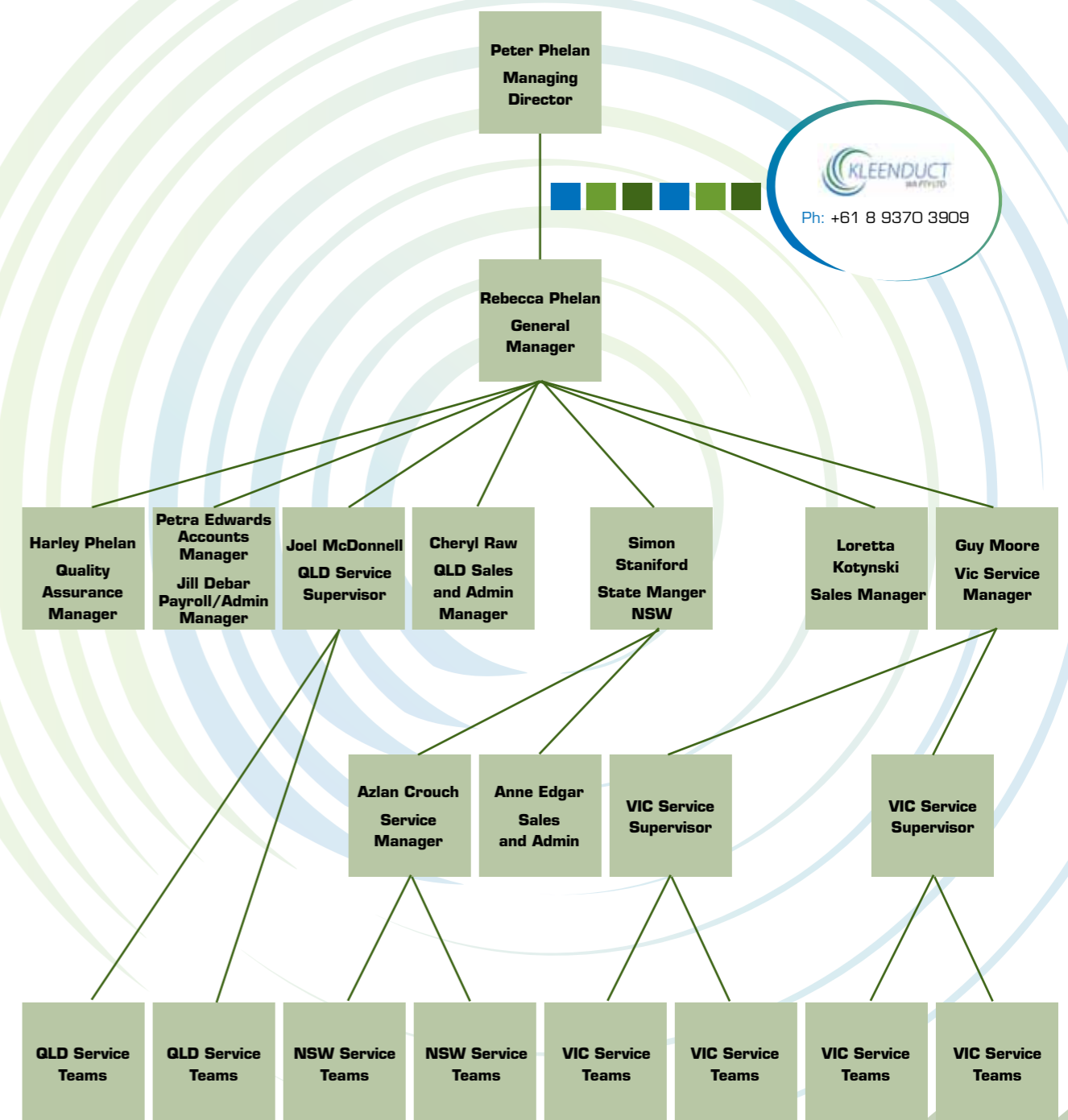




**GENERAL**

Full Legal Name	Kleenduct Australia Pty Ltd
Trading/Business Name	Kleenduct Australia Pty Ltd
Legal Status	Registered Company
State of Incorporation	Victoria, Australia
Australian Business Number	44 063 387 771
Brief History	Kleenduct Australia has been operating in Victoria since 1981 and has been a National Company since 1983
GST Status	100% Registered
Telephone (general)	1300 4 DUCTS (38287)
Fax (general)	03 9791 8699
Email (general)	info@kleenduct.com.au
Website	www.kleenduct.com.au

**ORGANISATIONAL CHART**



**Peter Phelan**  
*Managing Director*

Peter has been at the forefront of innovation in the duct cleaning industry since 1981. Under his guidance Kleenduct has gained its current status as a prominent Australian Duct Cleaning company. Peter's training as an A grade electrician and his position as Maintenance Manager for Coles gave him an excellent grounding in managing large projects and multiple tradespeople. It also gave him an education in administration and he has applied the principles he learnt throughout his career. Peter continues to guide Kleenduct with his usual boundless energy and enthusiasm.

**Rebecca Phelan**  
*General Manager*

Rebecca has worked at Kleenduct since 1991 in the role of Administration Manager and more recently as General Manager. Her diverse educational background includes Arts and Architectural Drawing Diplomas and a Cert IV in Financial Services means she has been able to run a successful small business from home alongside her role at Kleenduct. In 1995 Rebecca instigated photo reporting within the Duct Cleaning Industry, which is now an industry standard. Another of her innovations is the Monthly Auditing of cooking exhaust systems. She now oversees all administrative and operational functions with particular regard to technology.

**Simon Staniford** *NSW Manager*

Originally from New Zealand, Simon travelled to Australia in 1988 with his first port of call in Perth. He started as a casual duct cleaner in 1988 and has worked for Kleenduct since with an invaluable three year stint back in NZ running his own duct cleaning business. Simon has travelled extensively with the company throughout Australia and has lived in and managed both Queensland and New South Wales arms of Kleenduct. Simon is a Level 1 Rope Access Technician and puts his abseiling skills to use wherever multi-level work is required. His excellent communication skills mean he is a skilled estimator able to liaise effectively with all levels of management.

**Azlan Crouch**  
*NSW Service Manager*

Starting out in Canberra as a duct cleaner in 1999, Azlan ended up in our Perth branch in 2001 with a job as a casual duct cleaner. He has worked for Kleenduct ever since, except for a short break in the UK with his wife and young baby. Azlan established and ran a branch for Kleenduct in Darwin in 2002. He was then promoted to Service Supervisor in Sydney, where he focused on food production cleaning amongst many other projects. He then travelled back to Perth in 2003 to take up the position of Service Supervisor. From late 2003 – 2005 he was Service Manager in Brisbane and then promoted to State Manager in Sydney from 2005 – 2010. After returning from the UK he took up the position of State Manager in Brisbane firming up our operation there before returning to NSW as the State Service Manager. Azlan works well to a deadline, expertly manages his Service Teams and is a great estimator.

**Guy Moore**  
*VIC Service Manager*

Starting as a casual duct cleaner in NSW in 1999, Guy earned his stripes for the next 2 years. Guy then worked for himself in domestic maintenance. Guy re-joined Kleenduct in 2005 and was quickly promoted to Service Supervisor. Guy has extensive experience scheduling and supervising a wide variety of projects leading teams of duct cleaners. He has excelled in factory shut down work in food production. In April 2013 Guy was promoted to the Victorian Service Manager. Guy's focus on customer satisfaction is a great asset to the Victorian branch, where he continues to make great inroads.

**Loretta Kotynski**  
*Vic Sales Manager*

The longest serving member of our administrative team, Loretta started with Kleenduct in 1996 as a Sales and Administration Assistant. She has worn a variety of hats with Kleenduct but is primarily the first point of contact for clients in Victoria. Loretta was quickly promoted to Victorian Sales Manager where she has focused on building on-going relationships with our clients. Loretta's commitment to providing an excellent service is second to none and often sees her going above and beyond expectations.



**Jill Debar**

*Administration & Payroll Manager*

Jill's background was in administration from the beginning. Her early years were spent at Richmond Girls School as an Administration Assistant and later as the School Bursar. Jill put herself through Cert II & III in Business Administration after raising her 2 children and extended on her professional practices by taking both an Accounting to Trial Balance Course and the MYOB Course on a full time basis. She joined the Kleenduct team in June 1999 as an Administration Assistant. Since 1999 the company has grown from a turnover of 1.4K to 3.5K, so Jill's role has adjusted to that expansion in the business. Her primary tasks are invoicing, wages and quotes.

**Petra Edwards**

*Accounts & Filter Administration Manager*

Petra has brought a unique skill set to Kleenduct with her background in both administration and advertising. Petra was employed as a Debt Collector and Administration Assistant by Kleenduct in June 2001, but her great "can do" attitude has made a valuable contribution to every aspect of the business. Petra balances her varied tasks with professionalism and total efficiency. Her composed attitude means she works extremely well under pressure and has a great eye for detail.

**Harley Phelan**

*Quality Assurance Manager*

Harley is a new recruit to Kleenduct and has taken to the Monthly Auditing with an energy and commitment well beyond expectations. The Monthly Auditing is now the fastest growing division of the business and his efficiency has streamlined this vital role. Harley continues to make improvements and will be at the forefront of our exciting new computerised bar-coding and reporting system.

**Cheryl Raw**

*QLD Sales/Admin Manager*

With her rock solid attitude Cheryl is making terrific inroads in Queensland. Her commitment to customer satisfaction is second only to her dedication. Cheryl's background is customer orientated with administration duties as well. This has enabled Cheryl and her husband to run a successful business of their own before she commenced with Kleenduct. A very level headed individual with a strong desire to succeed, Cheryl's performance has secured her position with Kleenduct now and into the future.

**Joel McDonnell**

*QLD Service Supervisor*

Securing Joel's services was a real coup for Kleenduct with his considerable experience in the duct cleaning industry stretching back to 1995. Originally from NSW, Joel has settled into QLD with his young family. He is quickly cementing a reputation as a knowledgeable and dedicated Supervisor with a great attitude to client needs. No job is too difficult, Joel is a problem solver and not afraid of hard work

**National** >>> **1300 438 287**

**VICTORIA - HEAD OFFICE**

Ph: +61 3 9791 8166 Fax: +61 3 9791 8699

Email: info@kleenduct.com.au

PO Box 4233, Dandenong Sth, VIC 3164

**NSW**

Ph: +61 2 9622 7599 Fax: +61 2 9622 7533

Email: nswoffice@kleenduct.com.au

PO Box 503, Kings Langley, NSW 2147

**QLD & NQLD OFFICE**

Ph: +61 7 3205 5355 Fax: +61 7 3205 1495

Email: qldoffice@kleenduct.com.au

PO Box 5714, Brendale, QLD 4500

**WA & NT**

Ph: +61 8 9370 3909 Fax: +61 8 9370 3907

Email: office@kleenductwa.com.au

PO Box 561, Inglewood DC, WA 6932



**www.kleenduct.com.au**





