

Jani-King CLEAN and CANDID



Farewell 2006, welcome 2007

Welcome to the Summer edition of Clean & Candid.

2006 is almost over and all of us at Jani-King would like to wish you a Merry Christmas and a prosperous and profitable 2007.

One of the great things we achieved this year was providing you, our clients, with the opportunity to give us feedback via the Monthly Contact Evaluation (MCE) form. You may recall our previous Client Survey revealed that some of you thought our feedback communication system wasn't as effective as it could be. To address this, the MCE is basically a feedback form attached to an email sent by you, with the feedback sent simultaneously to the Franchisee designated to service your account and to our Regional Office Team. The MCE gives you an opportunity to score the cleaning service on a scale from 1 to

10, and also to provide us written comments. Given your feedback is received immediately at our Regional Offices, it enables us to quickly follow-up on any issues raised and ensure your concerns are addressed within an acceptable timeframe.

Furthermore, we are reinforcing our Hotel Division with the appointment of several additional Hotel Operations Managers. Jani-King now employs seven full-time Hotel Operations Managers to support our Hotel Franchisees and clients. The vision for our Hotel Division is to become the Australasian leader in housekeeping services for the hospitality industry.

Our Environmental Services Division, (headed by Michael Liddle), has made good progress with five new hospitals and aged care facilities joining our client list in the last two months.

Jani-King experienced steady growth in both franchise numbers and customers with our annualised gross monthly billing reaching \$90 million by the end of October 2006. Our target of \$100 million by December 2008 is now a realistic possibility.

Summer 2007



I would like to thank all of you whom participated in our surveys over the last year and those who referred customers to us and contributed to our growth.

We look forward to working with you, and for you, in the New Year, and meet and exceed your expectations. From all of us at Jani-King, thank you for your custom during 2006 and all the best for 2007!

Ben Stolze Managing Director

Jani-king Hotel Conference

The Regional Managers of Jani-King together with Jani-King's seven hotel specialists gathered in Adelaide from the 12th to the 14th November to develop strategies for the growth of our housekeeping services for hotels.

Jani-King recently appointed five additional hotel specialists to provide support for Jani-King

Franchise Owners that service hotel customers.

The main objectives for the conference was to standardise Jani-King manuals, documentation and procedures, and to give all Hotel Operations Managers the opportunity to get to know each other, so as to better enable them to service customers with a national or trans-Tasman profile.

We also developed and documented a vision for our hotel department, and covered topics such as security, infection control, identifying and treatment of bed bugs and how to handle sharps and contaminated matter.

Considerable time was also devoted to customer expectations, and how to accommodate zero tolerance, which is often part and parcel of hotel clients' expectations.

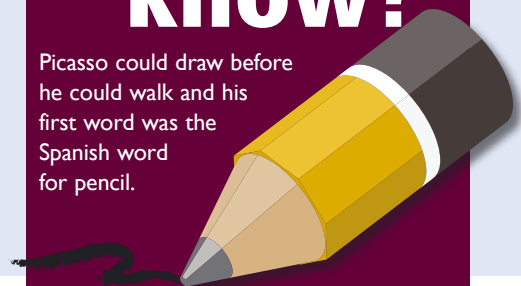
All attending the conference agreed that it was most valuable, and emphasised the fact that cleaning hotel rooms was very different to

conventional cleaning, because we clean what our customer sells. This in turn led us to the conclusion that particular emphasis is required to ensure that only a limited number of new hotel customers are taken on every year, and that even more attention should be focused on having fully trained Franchisees with experience before committing them to a new hotel venture.

Jani-King sees hotel cleaning as a great growth opportunity, and has plans to increase its monthly billing in hotels from around \$1.1 million to \$2 million per month over the next 24 months.

Did you know?

Picasso could draw before he could walk and his first word was the Spanish word for pencil.



Jani-King Regional and Hotel Operations Managers in Adelaide for the Hotel Conference which was held in November.



We're Kings of the Hill!

Nearly a year has passed since the Jani-King Auckland office firmly planted itself on the city's skyline and became "Kings of the Hill", located at 66 Hillside Road, Glenfield, and the new location has proven to be a huge success. Jani-King Regional Manager Steve Phillips, said the move had now placed the team in a building that befits a

"World Class Sales and Marketing Team" at the top of its game. Situated overlooking the picturesque Wairau valley, the building comprises 810 square meters of prime real-estate in the well-established north shore industrial district of Glenfield, known for the leading retail and manufacturing giants who reside there.

The unique building was architecturally designed by Robert Mitchell Associates Ltd and was completed by Gibbons Construction in 1988. Steve said the distinctive building was at the time thought to be very 'cutting edge' and an exciting time for New Zealand architecture.

"Our building now also reflects a very exciting time for the New Zealand cleaning industry," Steve said.

"Jani-King is the world's largest supplier of franchised commercial cleaning services and since our move we have definitely made Auckland the kings of the castle in our field."

'Black Thunder' predicted for Brisbane

Jani-King's Brisbane office is looking forward to hitting the streets in its new stylish clean machine, the 'Black Thunder'.

Jani-King Brisbane Regional Manager Mark Gosling, said the new vehicle was a modern and exciting addition to their existing operational vehicle fleet.

"Our current fleet is made-up of standard white vehicles. Although they still look good we decided it was time to rev things up," Mark said.

"We chose the stylish metallic black as our base as we figured it would stand out more in the streets, especially with the crisp white Jani-King signage printed nicely across the sides.



"The new 'Black Thunder' reflects Jani-King's continuous pursuit to ensure our reputation is renowned as up-to-date and modern, not only for the cleaning industry but also for our brand image.

"We have had positive feedback from franchisees who are very impressed with the design and implementation of the Jani-King signage.

"The office has been inundated with phone calls from franchisees interested in updating their own vehicles with the new signage and we are thrilled with the response."

Soccer 'Jani-Queen' cleans up at SA Women's Soccer Association Awards Night



Jani-King Adelaide's Administration Assistant Tina Parsons was recently honoured by the South Australian Women's Soccer Association when she was awarded "Players Player" voted by her fellow team mates as the most highly respected team member.

Tina first got involved in the sport four years ago with some friends after the group became tired of watching their boyfriends play.

"My girlfriends and I were avid supporters of our partners who played soccer; but we were only ever spectators," Tina said.

"We all got talking one night and all agreed that there was no reason "the girls" couldn't play too.

"Not long after my friends and I joined the Women's Soccer Association and we have not looked back since."

The recent awards night is not the first time Tina has been recognised for her talent of playing and coaching soccer - she also received the "Best and Fairest Player" in 2004 and the "Coaches Award" in 2003.

When Tina is not playing or coaching soccer; she is performing at a top level for her second love, her day job at Jani-King Adelaide Regional Office.

"I have been at Jani-King working in the administration department for nearly four years now, nearly as long as I have been involved in soccer," Tina said.

"Jani-King has always been a great supporter; some of the staff come to my games to cheer me on."

Tina hopes to continue playing for the Women's Soccer Association for many years to come.

"Soccer to me is not just about physical endurance it is also about skill and team effort," Tina said.

"Another great benefit is that soccer is a great way to keep fit and at the same time socialise."

Client's Corner

Jani-King constantly strives to provide a level of service that is unsurpassed by any other company and we like to know that our customers are satisfied. Thank you all, for making us number one - Jani-King.

Adelaide Thornton Group

"We have been using Jani-King for a number of years now and have found them to have a professional & friendly approach. They understand that our business is professional and that our offices must reflect that professionalism. We find them to be extremely reliable and will go an extra mile to ensure that our workplace is clean and tidy." - Julia Skull - Practice Manager

Thornton Group
Smart Thinking



Brisbane

The Central Group "We have three residential complexes in Brisbane totalling almost 850 units. Recently we engaged the services of Jani King to keep these three properties clean and tidy. We have received from our body corporate nothing other than high praise for the cleanliness and efficiency of the Jani King staff. We have found Jani King most helpful with our needs and a professional company to work with." - Jenni Hansen Operations Manager



Darwin

Aerosail Shade

Structures "Fred from Jani-King has just recently started cleaning our office and it is fantastic to come in to a clean, fresh work place. He is always polite and friendly and nothing is too much trouble. If you ever need extra cleaning done you only have to ask. We are very happy with the quality of service we are receiving from Jani-King." - Sue Kite



Melbourne

Menzies Creek Primary School

"We are extremely fortunate to have Jani-King provide our cleaning services. Ron does a sensational job ensuring we have a sparkling clean school environment that staff, students and parents really appreciate. Jani-King goes far beyond their duties and provides service second to none - a pleasure to work with."

- Tanya Cooke, Principal

Perth

ECL Australia

"Our company has been using Jani-King for our office cleaning for a couple of years now. We've been very happy with the service. We've especially noticed the difference between using a cleaning contractor who works for a cleaning company and using a cleaner who is the operator of the business. The former is just doing a job, while the latter is building his business using a professional attitude and friendly manner." - Joel Johnson

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