

Jani
King

CLEAN and
CANDID

Winter 2006

Jani-King's Winter Wrap

Welcome to the June edition of Clean & Candid. With the end of the financial year approaching, we wish to thank all you, our valued clients, for the opportunity to have been of service to you for another year. We trust that we may, even in the smallest of ways, have contributed to your success. I'm pleased to share with you that Jani-King Australasia is on track to achieve our vision of \$100million in annual billings by the end of 2008.

In this edition of Clean & Candid, we provide an insight into the Federal Government's controversial new "Work Choices" legislation and how it might impact on Jani-King's clients, franchisees and their staff. We also announce the opening of our 10th Regional Office in Wellington, New Zealand, and introduce the new Regional Managers for our Sydney and Adelaide offices. Finally, we recently launched a new program called

"Workplace Awareness" that aims to establish an increased level of awareness and security provided by Jani-King Franchise Owners and their employees whilst cleaning our clients' sites. More about this new initiative below.

I wish you all the best for the coming months and look forward to bringing you the next edition of Clean & Candid in September.

Ben Stolze Managing Director

Workplace Reforms

The Government's Workplace Reform initiatives, most of which came into effect on 1 March 2006, are sure to create some controversy over the months to come, as has already been reflected in the press over the past month.

Customers, employers and employees may have different expectations, but it's important to realise that all three of those groups of stakeholders are part of one and the same business equation. It is also important to note that in those circumstances where customers, employees and employers have reached equilibrium in a co-operative environment in which employees are fairly rewarded based on their productivity, the new workplace rules will not change

things much. On the other hand, in environments where employees have exploited the minimum award provisions to receive more than a fair day's pay for the work they delivered, changes can be expected. One can look at the changes from the employers, employees and customers' point of view:

• Employers

If employers are pitching wage levels too low, the following adverse implications will follow:

- Their good people will leave
- They will attract less productive employees
- More time and money will be spent on recruiting and training less productive employees
- They may lose customers in the process

• Employee

Employees who expect to be paid more or the same than under the Award system without matching it with market related productivity, may find that:

- They won't hold positions long
- It will be difficult to attract good references

- They may have to settle for a lower pay rate

• Customers

Customers need to be realistic as to what the reforms may bring for them. Customers who accept unrealistically low quotations may find that:

- The service provider's workforce is less satisfied and perhaps of a lower calibre
- Less money may be available to invest in the training and personal development of the employees
- Service expectations may not be met
- More time may be spent by the customer on quality control and managing the relationship with the supplier; and on changing suppliers

Our view is that whilst the Workplace Reform measures will result in a more flexible environment for both employers and employees, stakeholders should be realistic as to the ultimate outcome, and approach the changes cautiously, and only make their own decisions after taking into account all the forces that may impact the value for money equation.

Taking security to a new level

We would like to announce a new program that Jani-King has implemented called "Workplace Awareness". Our Workplace Awareness program is an added-value service that our clients receive when they choose Jani-King. Basically, the program trains our franchisees and their staff to be aware of suspicious circumstances and the correct procedures for reporting them. We are not encouraging our franchisees to take on the role of security guards, but rather add an additional level of

awareness and create a more secure workplace for our franchise owners, franchise employees, clients, client employees and client customers.

By equipping franchisees with the best practices for identifying suspicious events and/or behaviour; promptly reporting to proper authorities and, when necessary, responding to situations, a security force multiplier is created to assist in the prevention of future acts of terrorism.

By becoming familiar with the client's safety and emergency procedures, Jani-King Franchise Owners will be able to better react to a situation if and when it occurs, know where the fire exits are located and be aware of the facility's emergency evacuation plan. If you would like any further information on the Workplace Awareness program, please contact your Regional Office.

Did you know?

The longest word you can write using only the top row of letters on a regular keyboard is "typewriter".



Jani-King set to clean up in Wellington

We are very excited to announce that Jani-King has recently expanded in New Zealand, with the opening of a new Regional Office in the nation's capital, Wellington. Just as exciting is the fact that the new Wellington Regional Manager, Colleen Waugh, will be Jani-King Australasia's first female Regional Manager!

Colleen has been with Jani-King for the past five and a half years, working as the Business Development Manager and then Sales Manager for the Auckland Office. It was her great success in these roles and long experience with the company that made her the ideal candidate for the role of Regional Manager in Wellington.

Colleen said she was enjoying her new role and the challenges it brought.

"For quite some time there has been a need for a Jani-King office in Wellington, as many of Jani-King's Auckland and Christchurch clients also have offices in Wellington, however as there was no regional office, there weren't any franchisees who could service these accounts.



"We feel that Wellington is ready for the number one franchise cleaning company in the world and I'm looking forward to growing the business through franchisee recruitment and offering the Jani-King service to clients," Colleen said.

New Regional Managers

It's been a busy few months for Jani-King! On top of opening of the new Wellington office, we have also appointed two new Regional Managers for the Adelaide and Sydney offices. After eight years as the Adelaide Regional Manager, David Taylor has taken over the role of Sydney Regional Manager and John Zamparelli has been appointed Adelaide Regional Manager, after seven and a half years as the Operations Manager in the Adelaide office.

We congratulate David and John and wish them all the best in their new roles.



New Sydney Regional Manager, David Taylor

New Adelaide Regional Manager, John Zamparelli

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.

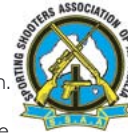
Auckland

Hachette Livre NZ Ltd "Jani-King shows a great deal of professionalism and etiquette in all their business dealings. The office is always cleaned with utmost proficiency and we enjoy courteous interaction with all their staff members."

– Brenda Ferguson

Adelaide

Australian Shooters Journal "We find the Jani-King staff are an absolute delight to deal with. Not only do they provide top quality service upon every visit, but they are friendly, considerate and polite. We enjoy their competitive pricing, but value their commitment and professionalism immensely."



Brisbane

Colonial Building Company "We're very happy with the level of service Jani-King supplies. There's no fuss, they simply do the job and do it well. Everything is always spic and span – especially the bathrooms!"

Christchurch



Turners Auctions "Our Jani-King franchisee, Ashish, is a dedicated business operator, and will go out of his way to ensure a very high standard of cleanliness of our premises. He clearly shares our desire to maintain our auction house in an as-new condition, and will point out any maintenance that is required. We have no hesitation in recommending him or the Jani-King franchise to anyone looking for excellent service." – Silvia Haddock, Office Manager

Darwin

Central Business Equipment "It's lovely to come in and see the office has been thoroughly cleaned. You never have to worry about anything and they are happy to accommodate extra tasks or requests. I think we will be using the company for years to come." – June Wills

Hobart

RMD "The Jani-King staff always leave everything sparkling clean. They are polite, friendly and easy to deal with. I would definitely recommend their services to anyone who needs a reliable cleaning company." – Sean McIntosh, Branch Manager

Perth

Austco Communication Systems Pty Ltd

"We are very happy with the professionalism shown in all aspects of Jani-King's operations. Our cleaning contractors provide an excellent service which is appreciated by all in the office. Keep up the good work." – Wendy Stevens



Sydney

Pippies at Balmoral "Our Jani-King cleaners are not only efficient and reliable, but they also realise the importance of communication. Because they usually clean when no-one is around, they make the effort to pop in on a regular basis to make face-to-face contact and ensure we are happy with the service. Nothing is ever too much trouble and they always do a great job."



Adelaide – John Zamparelli

1 Avonmore Avenue, Trinity Gardens SA 5068
(08) 8431 7766 john@janiking.com.au

Auckland – Steve Phillips

66 Hillside Road, Glenfield
Albany, NZ
(09) 441 9996 steve@janiking.co.nz

Brisbane – Mark Gosling

Suite 1A, 19 Lang Parade
Milton QLD 4064
(07) 3870 9966 markg@janiking.com.au

Christchurch – Roger Washbourne

Building 3, 242 Ferry Road
Christchurch, NZ
(03) 377 0734 roger@janikingchch.co.nz

Darwin – Glenn Rossiter

Unit 17, The Slipway Building
48 Marina Boulevard, Cullen Bay NT 0820
(08) 8941 1125 glennr@janiking.com.au

Hobart – Dan Banks

18 Chesterman St, Moonah TAS 7009
(03) 6273 4566

Melbourne – Dan Banks

13 Business Park Drive, Nottingham VIC 3168
(03) 9558 9050 dan@janiking.com.au

Perth – Boyd Brown

85 Burswood Road, Burswood WA 6100
(08) 9473 8555 boyd@janiking.com.au

Queenstown – Roger Washbourne

Unit 10, Shotover Ridge, Glenda Drive, Frankton
Queenstown, NZ
(03) 377 0734 roger@janikingchch.co.nz

Sydney – David Taylor

Unit 43/7 Salisbury Road, Castle Hill NSW 2154
(02) 9634 4133 davidt@janiking.com.au

Wellington – Colleen Waugh

286 Thorndon Quay, Wellington, NZ
(04) 473 0894 colleen@janiking.com.nz