

ZDC FACILITY SERVICES

Commercial Exterior Maintenance and Facility Services

Operated by ZDC Australia Pty Ltd

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COMPANY OVERVIEW

ZDC Facility Services is a commercial exterior maintenance and facility services contractor operating across New South Wales and Queensland. Operated by ZDC Australia Pty Ltd, the business delivers structured preventative maintenance programs, exterior cleaning, grounds management, vegetation management, and civil works for commercial facilities managers, strata corporations, local councils, resorts, retail centres, sporting venues, and major infrastructure operators.

Our delivery model combines trained, safety-inducted internal technicians with a verified subcontractor network, enabling us to operate as a **head contractor** — managing project delivery, multi-trade coordination, compliance documentation, and WHS management from a single point of accountability. Clients receive consolidated reporting, a single invoice, and one contact regardless of scope or scale.

ZDC Facility Services carries **\$20,000,000 Public and Products Liability insurance** underwritten by QBE Insurance (Australia) Limited, and operates under a comprehensive WHS Management System aligned to Safe Work Australia codes of practice and relevant NSW and QLD legislation.

CORE SERVICE CAPABILITIES

EXTERIOR CLEANING	ROOF AND HEIGHT WORKS	GROUNDS AND VEGETATION
- Exterior building washing and facade cleaning - High-pressure concrete and carpark cleaning - Graffiti removal and anti-graffiti coating - Stormwater pit and drain cleaning - Window and glass surface washing	- Roof cleaning and soft wash treatment - Gutter cleaning and minor repairs - Downpipe clearing and inspection - Moss, lichen and mould treatment - Harness-certified working at heights	- Commercial lawn mowing and grounds care - Vegetation management and weed control - Garden bed maintenance and mulching - Turf repair and seasonal programs - Tree works and arborist coordination
CIVIL AND SITE WORKS	MAINTENANCE PROGRAMS	HEAD CONTRACTOR SERVICES
- Excavation and site preparation - Minor civil and earthworks - Drainage installation and repair - Post-installation reinstatement - Site cleanup and waste management	- Scheduled preventative maintenance - Annual and quarterly service agreements - Asset condition reporting - Compliance and audit documentation - Priority response for contract clients	- Subcontractor sourcing and management - Multi-trade project coordination - WHS compliance oversight - SWMS, JSA and induction management - Single-invoice head contract delivery

\$20,000,000
Public and Products Liability

NSW and QLD
Operations Capability

HEAD CONTRACTOR
Multi-Trade Coordination

QBE INSURED
Policy 118U563319BPK

DELIVERY MODEL

ZDC Facility Services operates a flexible dual-stream delivery model. Trained internal technicians manage programmatic and recurring maintenance, while our verified subcontractor network is activated for specialist, large-volume, or concurrent multi-site works. This structure enables us to absorb large contracts without compromising quality, safety, or compliance standards.

HEAD CONTRACTOR CAPABILITY

When operating as head contractor, ZDC Facility Services assumes full accountability for subcontractor compliance, SWMS review and approval, site inductions, WHS oversight, trade sequencing, and consolidated invoicing. Clients receive a single point of contact and a single invoice regardless of the number of trades or scope of works engaged.

WHS MANAGEMENT FRAMEWORK

All works are delivered under the ZDC Facility Services WHS Management System, encompassing site-specific SWMS, risk assessments, chemical SDS protocols, working-at-heights procedures, environmental protection controls, and traffic management plans aligned to Safe Work Australia and relevant state codes of practice.

- Site-specific SWMS for all high-risk activities
- Risk Assessment Matrix: Low / Medium / High / Extreme
- Working at Heights Procedure (harness-certified)
- Chemical Handling and SDS compliance
- Traffic and Public Safety Management Plan
- Environmental Protection Plan
- Plant and Equipment Register with inspection records
- Worker induction and acknowledgement on file

INSURANCE SUMMARY

Insurer	QBE Insurance (Australia) Limited
Policy Number	118U563319BPK
Cover Type	Business Pack - Public and Products Liability
Sum Insured	\$20,000,000
Policy Period	07 March 2026 to 07 March 2027
Underwriter	BizCover Pty Ltd (AFSL 501769)

SCOPE OF OPERATIONS

ZDC Facility Services delivers works across New South Wales and Queensland, servicing metropolitan, coastal, and regional locations. Our mobile crews and subcontractor network provide flexibility to respond to multi-site programs and urgent reactive maintenance requests across the region.

REPORTING AND COMPLIANCE

Contract clients receive structured reporting including pre-work site assessments, photo documentation of completed works, compliance records, and asset condition notes. All documentation is maintained digitally and available on request to support facility manager audits and due diligence requirements.

RISK ASSESSMENT MATRIX

LIKELIHOOD	CONSEQUENCE	RISK LEVEL	REQUIRED ACTION
Rare	Minor injury or near miss	LOW	Monitor - review at next scheduled inspection
Possible	Injury requiring medical treatment	MEDIUM	Implement additional controls before commencing work
Likely	Serious injury - LTI potential	HIGH	Stop work - formal risk control plan required prior to re-commencement
Almost Certain	Major injury or fatality	EXTREME	Do not proceed - immediate senior management review and regulator notification

SAFE WORK METHOD STATEMENTS

ACTIVITY	RISK	KEY HAZARDS	CONTROL MEASURES
High-Pressure Washing (Hard Surfaces and Buildings)	MEDIUM	- High-pressure injection injury - Flying debris and projectiles - Slip hazards on wet surfaces - Noise exposure	- Full PPE: face shield, gloves, steel-cap footwear - Pressure calibrated to surface type - Exclusion zones with barriers and signage - Anti-slip matting in pedestrian areas - Hearing protection where required
Roof Cleaning and Soft Wash Treatment	HIGH	- Falls from height - Slippery or unstable roof surfaces - Chemical exposure and inhalation - Structural instability	- Certified harness and rated anchor points mandatory - Non-slip footwear and dedicated spotter required - Pre-work structural condition assessment - SDS-compliant diluted chemical solutions only - No access in wet, high-wind or low-visibility conditions
Gutter Cleaning and Downpipe Maintenance	MEDIUM	- Falls from ladder - Biological hazards in debris - Manual handling injury	- Ladder inspected and secured before every use - Three-point contact maintained throughout - Nitrile gloves and eye protection mandatory - Debris bagged and removed from site - EWP deployed where fall risk warrants
Chemical Soft Washing (Moss, Lichen, Mould)	MEDIUM	- Skin and eye chemical contact - Vapour inhalation - Environmental runoff to stormwater - Damage to surrounding vegetation	- Full chemical PPE: gloves, goggles, respirator - SDS reviewed and on site at all times - Prescribed dilution ratios strictly followed - Bunding and containment prevent stormwater entry - Surrounding vegetation pre-wetted and protected
EWP and Scissor Lift Operations	HIGH	- Equipment tip-over or instability - Falls from work platform - Overhead hazard strike - Ground surface failure	- Licensed EWP operators only - ticket sighted before use - Full pre-operational inspection before each shift - Ground gradient and stability assessed prior - Exclusion zone established around all plant - Harness worn and anchored inside platform at all times
Grounds Maintenance and Landscaping	MEDIUM	- Manual handling and musculoskeletal injury - Struck by mowing or trimmer debris - Power tool contact injury - Heat and UV exposure	- Correct lifting technique - mechanical aids for heavy loads - All guards fitted and serviceable before use - Safety footwear and eye protection mandatory - Sun protection: hat, SPF30+, regular hydration - Blade and cutting head inspection before each use
Excavation and Site Preparation	HIGH	- Underground service strike (gas, power, water, telco) - Trench cave-in or ground collapse - Struck-by from plant movement - Manual handling injury	- Dial Before You Dig - mandatory pre-dig check on all sites - Underground service locations marked and confirmed - Trench shored or battered to safe angle before entry - No personnel in unprotected trench - Exclusion zone maintained around all operating plant
Tree Works and Vegetation Management	HIGH	- Falling branches or whole-tree failure - Chainsaw contact injury - Struck-by from overhead debris	- Arborist assessment required for structural trees - Exclusion zone: minimum 2x tree height around works - Controlled directional felling techniques only - Chainsaw PPE mandatory: chaps, helmet, visor, gloves - Ground spotter required for all overhead cutting

ACTIVITY	RISK	KEY HAZARDS	CONTROL MEASURES
Traffic and Public Safety Management	HIGH	- Vehicle strike on workers - Public entering active work zone - Uncontrolled equipment near live traffic	- Traffic Management Plan prepared before works commence - Barriers, cones and warning signage deployed to standard - High-visibility PPE mandatory in all traffic-adjacent areas - Traffic controller engaged where works adjoin live lanes - Emergency response plan available on site

TRAFFIC AND PUBLIC SAFETY MANAGEMENT PLAN

All work zones are isolated using industry-standard safety barriers, delineator cones, and clearly visible warning signage prior to works commencing. Pedestrian access is managed with marked exclusion zones and clearly defined diversions. A dedicated safety observer monitors the exclusion zone throughout all works in high-traffic or public-facing environments. Where works adjoin live traffic lanes, a licensed Traffic Controller is engaged in accordance with relevant state road management requirements.

WORKING AT HEIGHTS PROCEDURE

All elevated work is performed exclusively by workers holding a current Working at Heights certification. Ladders and all access equipment are physically inspected before each use and any defective equipment is taken out of service immediately. For any work where a fall risk exists above 2 metres, a full harness system with rated and certified anchor points is mandatory. EWP operations are restricted to licensed operators only, with a ground-level spotter required at all times. No roof access or elevated work is permitted in wet, high-wind, low-light, or otherwise unsafe conditions.

CHEMICAL HANDLING PROCEDURE

All chemicals used in soft washing, surface treatment, and graffiti removal operations are handled strictly in accordance with the relevant manufacturer Safety Data Sheets (SDS). Dilution ratios are pre-measured and recorded prior to mixing. Appropriate PPE including chemical-resistant gloves, splash goggles, and respiratory protection is mandatory during chemical preparation and application. Environmental controls including bunding and physical containment are deployed to prevent any chemical runoff entering stormwater systems, waterways, or adjoining properties.

ENVIRONMENTAL PROTECTION PLAN

ZDC Facility Services operates in compliance with applicable EPA regulations and relevant local council environmental requirements. Controls include prevention of chemical and sediment runoff into stormwater infrastructure, physical protection of surrounding vegetation and landscaping during chemical operations, responsible containment and licensed disposal of all waste materials, and avoidance of operations during forecast rain events where elevated environmental risk is identified.

PLANT AND EQUIPMENT REGISTER

EQUIPMENT / ASSET	CLASS	PURPOSE / CAPABILITY	STATUS
Commercial Pressure Washer	Powered Equipment	High-pressure exterior surface and hard surface cleaning	Inspected - Serviceable
Soft Wash System	Powered Equipment	Low-pressure chemical treatment for roof and building surfaces	Inspected - Serviceable
Extension and Step Ladders	Access Equipment	Roof, gutter, facade and elevated access	Inspected - Serviceable
EWP / Scissor Lift	Licensed Plant	Access to elevated structures - licensed operators only	Pre-Op Inspection Req.
Pump and Knapsack Chemical Sprayers	Pressure Vessel	Controlled chemical application: moss, mould, lichen, graffiti	Inspected - Serviceable
Harness and Anchor Systems	Fall Protection	Personal fall arrest for all working at heights activities	Inspected - Serviceable
Grounds Power Equipment	General Plant	Mowers, blowers, trimmers for grounds and landscaping works	Inspected - Serviceable
Trailer and Work Vehicle	Transport	Equipment and material transport to and between sites	Registered and Insured

WORKER SAFETY INDUCTION AND COMPLIANCE ACKNOWLEDGEMENT

All workers engaged by ZDC Facility Services are required to complete a site safety induction prior to commencing work. Workers formally acknowledge that they have read, understood, and will comply with ZDC's WHS Management System, including all

relevant Safe Work Method Statements, risk assessments, and operational procedures applicable to their role. The following workers have completed induction:

WORKER NAME	ROLE	INDUCTION DATE	COMPLIANCE STATUS
Zebediah Durie	Director / Lead Technician	07 March 2026	Inducted - Signed and Filed
Jye Clark	Field Technician	07 March 2026	Inducted - Signed and Filed
Peter Durie	Field Technician	07 March 2026	Inducted - Signed and Filed

Certificate of Currency

Business Pack

This Certificate:

- is issued as a matter of information only and confers no rights upon the holder;
- does not amend, extend or alter the coverage afforded by the policy listed;
- is only a summary of the cover provided. For full particulars, reference must be made to the current policy wording;
- is current only at the date of issue.

Name of Insured	ZDC AUSTRALIA PTY LTD Trading As ZDC FACILITY SERVICES (ABN: 20694845013)	
Policy Number	118U563319BPK	
Policy Period	4.00pm Local Standard Time on 07 March 2026 to 4.00pm Local Standard Time on 07 March 2027	
Interest Insured	Business Pack Insurance	
Situation	91 BUFF POINT AVE, BUFF POINT, NSW, 2262	
Sum Insured	Public & Products Liability:	\$20,000,000
Interested Party	None Noted	
Underwriter	QBE Insurance (Australia) Limited	
Signature		
Name of Signatory	Michael Gottlieb (BizCover)	
Capacity/Title	Director	
Date	07 Mar 2026	

Please note

This Certificate is issued subject to the policy's terms and conditions and by reference to the insured's declaration. The information set out in this Certificate is accurate as at the date of signature and there is no obligation imposed on the signatory to advise of any alterations.