



**AMALGAMATED**  
PEST CONTROL

# **CAPABILITIES STATEMENT**

## Introduction to the Organisation

Amalgamated Pest Control was incorporated in 1961, merging two pest control companies which began operations in 1923. We have grown from a small family operation to become Australia's leading Pest Control Company. With the Head Office located in Archerfield, Brisbane, Amalgamated Pest Control Pty Ltd has a network of over 70 branch offices throughout Australia and the Pacific region, all of which offer a high level of service and client support.

Our current accounts include some of Australia's largest retailing chains, major manufacturing industries, airlines, holiday resorts, major hotels, food manufacturing and processing plants, as well as many city high rise buildings. No account is too large or too small.

As a Company we are active members of the Australian Environmental Pest Managers Association (AEPMA) and an accredited PestCert company.

Our technical experts enjoy a close working relationship with government departments including Health, the Australian Quarantine Inspection Service, Forestry and Primary Industries. We also provide important information and research data to chemical manufacturers to ensure the effectiveness and safety of the products used in the delivery of pest management services.

Our progressive approach to the industry has contributed not only to improving the safety and environmental impact of treatment methods, but also to the development of equipment and chemicals currently being used throughout Australia.

Amalgamated Pest Control is proud of its contribution to the industry and looks forward to leading the environmental approach to Pest Management into the future.

Amalgamated Pest Control is engaged in the delivery of pest management services to the following markets:

- **Residential Pest Management:** Treatment of all pest types in residential premises across Australia. These include treatments for cockroaches, silverfish, ants, rodents and spiders.
- **Commercial Pest Management:** Treatment of all pest types in commercial and industrial premises, including fumigations.
- **Timber Pest Management:** Provision of inspections, treatments and on-going management of all timber pests in domestic and commercial premises.
- **Pre-construction:** Provision of preconstruction protection against termites during construction of domestic and commercial premises.

Amalgamated Pest Controls' success can be directly attributed to the professionalism and dedication of the people it employs. The Company is proud to have such a strong and committed workforce to deliver professional pest management services across Australia and overseas.

## Our Mission...

*To be THE choice for effective pest management services,  
satisfying the needs of our clients, our workforce and the environment.*

## Explanation of the Mission Statement

Amalgamated Pest Control's mission statement is a clear and concise statement developed to provide inspiration and direction for every person employed with the organisation. It defines what is important to the organisation: its clients, its people and the environment. The Mission Statement demonstrates publicly what the Company has set out to achieve, its reason for existence, while at the same time unifying people under a common goal, providing a sense of direction and purpose.

## Amalgamated Operating System

In order to achieve our mission statement, Amalgamated Pest Control has developed a management system that has been certified by SAI-Global to **ISO9001**. This management system is referred to as the Amalgamated Operating System or "AOS" for short. It is a totally integrated management system that addresses Quality management, Occupational Health and Safety and Environmental Management and is applicable to all personnel within the organisation.

***It is the goal of AOS to share information, provide direction, support and assistance to every person working within the Amalgamated Pest Control Group.***

***This will ensure the long term success and growth of the business, while protecting our most important assets:***

- ***Our People***
- ***Our Clients***
- ***Our Environment***

***In consultation with key stakeholders, Amalgamated Pest Control will continually work towards identifying and implementing changes within the AOS which will improve both our service delivery and our ability to satisfy the needs of our customers, our workforce and the environment.***

### Continual Improvement

Amalgamated Pest Control Pty Ltd has a commitment to continually improving the organisational goal of delivering efficient services to customers that satisfy their needs while at the same time taking into account other issues such as safety and the environment. Amalgamated Pest Control Pty Ltd demonstrates its commitment through the development, implementation and communication of the Mission Statement and AOS policy.

Amalgamated Pest Control encourages and supports the philosophy of continuous improvement for the entire Group. It is the premise of this approach that all jobs, work processes and systems are capable of continuous improvement, whether in large or small steps.

To qualify as an improvement, any change to a work process or procedure must lead to gains in, but not limited to efficiency, cost effectiveness, safety and environmental protection. These gains can be realised by reducing the amount of time and effort taken to perform a particular task, raising the level of client satisfaction or improving the safety and environmental impact of our processes.

The major focus of continuous improvement is to improve quality of service delivered to all clients. This does not mean perfection of some unattainable goal, but it means conformance with the expected standard where this standard is based client expectations and requirements.

Pivotal concepts for the successful implementation of continuous improvement include:

- A focus on preventative actions rather than correction
- The identification elimination of waste
- Identification of the need for improvement through feedback and internal auditing processes
- Understanding of variation and inconsistency through investigation
- Recognition of the importance of small step, incremental improvements
- The positive involvement of all staff at all levels within the business
- Encouraging the empowerment of staff and employee participation
- Recognising the importance of measurement

Amalgamated Pest Control Pty Ltd strives to meet its goal of continual improvement through:

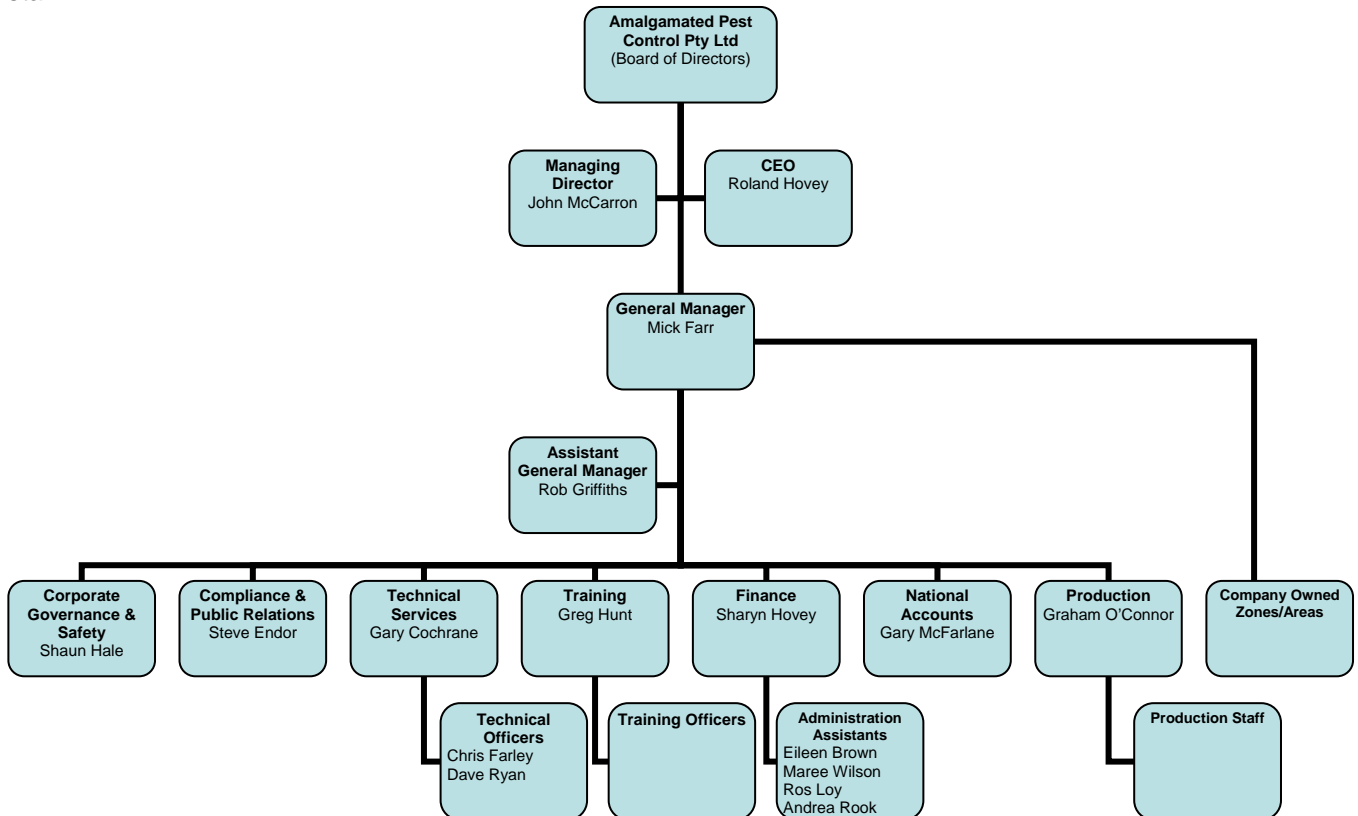
- Internal and external auditing
- Consultation with key stakeholders
- Open and accountable management practices
- Encouraging feedback and suggestions for improvement
- The AOS Management Committee
- Reporting and investigation of hazards and incidents

## Company Structure

### Corporate Head Office

The Corporate head office for the Amalgamated Pest Control Group is located in Brisbane’s southern suburbs at 504 Boundary Road, Archerfield. The Corporate Head Office is responsible for the overall management of the Group, as well as the provision of technical support, equipment manufacture, distribution and maintenance. It is where the Company’s General Manager, and senior management team is located.

Amalgamated Pest Control’s Registered Training Organisation is also located at this site. The RTO is responsible for creating and delivering training programs for Amalgamated Pest Control staff designed to encourage professional development not only in our technical staff, but also our sales and administrative staff.



#### Contact Details:

Street Address	504 Boundary Road, Archerfield Qld 4108
Postal Address	PO Box 74 Archerfield Qld 4108
Company email	<a href="mailto:mail@amalpest.com.au">mail@amalpest.com.au</a>
Phone/fax	Phone 07 3373 7707 Fax 07 3275 1314

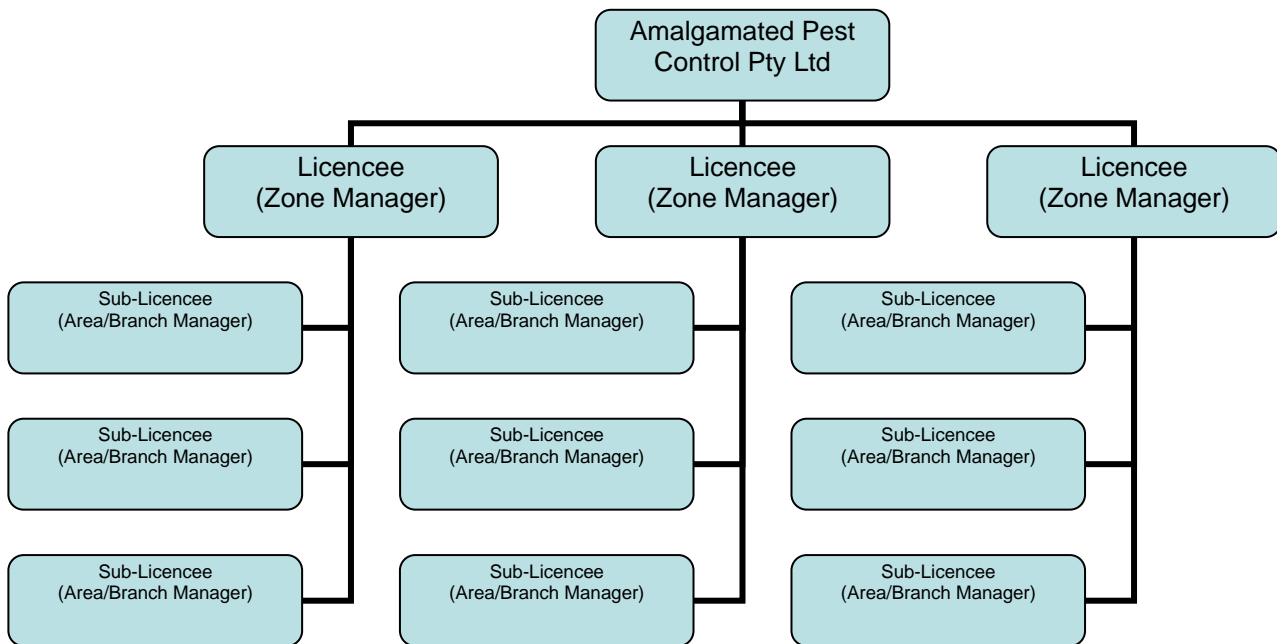
Role	Name	Email
Chief Executive Officer	Roland Hovey	<a href="mailto:Roland.Hovey@amalpest.com.au">Roland.Hovey@amalpest.com.au</a>
General Manager	Mick Farr	<a href="mailto:Mick.Farr@amalpest.com.au">Mick.Farr@amalpest.com.au</a>
Asst General Manager	Rob Griffiths	<a href="mailto:Rob.Griffiths@amalpest.com.au">Rob.Griffiths@amalpest.com.au</a>
Company Accountant	Sharyn Hovey	<a href="mailto:Sharyn.Hovey@amalpest.com.au">Sharyn.Hovey@amalpest.com.au</a>
Compliance & Public Relations Manager	Steve Endor	<a href="mailto:Steve.Endor@amalpest.com.au">Steve.Endor@amalpest.com.au</a>
Corporate Governance & Safety Manager	Shaun Hale	<a href="mailto:Shaun.Hale@amalpest.com.au">Shaun.Hale@amalpest.com.au</a>
National Accounts Manager	Gary McFarlane	<a href="mailto:Gary.Mcfarlane@amalpest.com.au">Gary.Mcfarlane@amalpest.com.au</a>
Production Manager	Graham O'Connor	<a href="mailto:Graham.Oconnor@amalpest.com.au">Graham.Oconnor@amalpest.com.au</a>
Training Manager	Greg Hunt	<a href="mailto:Greg.Hunt@amalpest.com.au">Greg.Hunt@amalpest.com.au</a>
Technical Services Manager	Gary Cochrane	<a href="mailto:Gary.Cochrane@amalpest.com.au">Gary.Cochrane@amalpest.com.au</a>

### Zone Offices

Amalgamated Pest Control Pty Ltd has nine Zone Offices located throughout Queensland, the Northern Territory, New South Wales and Victoria. Each Zone Manager has many years of experience in the pest management industry, both from a technical and administrative perspective. They use their skills, knowledge and experience to provide information, advice and support to the branches under their control.

The main function of the Zone Office is to provide 'on the ground' technical and administrative assistance and support to the Branches and technicians within their geographical boundaries, as well as supervision of the operations.

The structure of the arrangement is illustrated below:



The contact details for the Amalgamated Pest Control Zone offices are provided below:

<b>Zone</b>	<b>Zone Manager</b>	<b>Contact Details</b>
<b>BRISBANE ZONE</b> C/- 504 Boundary Rd Archerfield Qld 4108	<b>Mr. Andrew Galloway</b>	p. 07 3277 4444 f. 07 3275 1314 e. <a href="mailto:Andrew.Galloway@amalpest.com.au">Andrew.Galloway@amalpest.com.au</a>
<b>DARWIN ZONE</b> 12/43 Berrimah Rd, Berrimah N.T. 0828	<b>Mrs. Julie Trouten</b>	p. 08 8947 1911 f. 08 8947 1940 e. <a href="mailto:darwin@amalpest.com.au">darwin@amalpest.com.au</a>
<b>CAPRICORN ZONE</b> 43 Tank St Gladstone Qld 4680	<b>Mr. Brett Davis</b>	p. 07 4972 8944 f. 07 4972 3604 e. <a href="mailto:capricornzone@amalpest.com.au">capricornzone@amalpest.com.au</a>
<b>GOLD COAST ZONE</b> 1/20 Dover Crt Burleigh Heads Qld 4220	<b>Mr. John Pomfrett</b>	p. 07 5576 1333 f. 07 5576 2477 e. <a href="mailto:goldcoastzone@amalpest.com.au">goldcoastzone@amalpest.com.au</a>
<b>CENTRAL ZONE</b> C/- 504 Boundary Rd Archerfield Qld 4108	<b>Mr. Andrew Galloway</b>	p. 07 3277 4444 f. 07 3275 1314 e. <a href="mailto:centralzone@amalpest.com.au">centralzone@amalpest.com.au</a>
<b>VICTORIA ZONE</b> 2/4 Everaise Ct Laverton North Vic 3026	<b>Mrs Melanie Milson</b>	p. 03 9369 7922 f. 03 9369 7022 e. <a href="mailto:melbourne@amalpest.com.au">melbourne@amalpest.com.au</a>
<b>HUNTER ZONE</b> 4/34 Metro Ct Gateshead NSW 2290	<b>Mr. Daryl Weeks</b>	p. 02 4943 9999 f. 02 4943 1136 e. <a href="mailto:hunter@amalpest.com.au">hunter@amalpest.com.au</a>
<b>SOUTH-WEST ZONE</b> 45 Brook St Toowoomba Qld 4350	<b>Mr. Royce Hodge</b>	p. 07 4631 7800 f. 07 4638 4009 e. <a href="mailto:toowoomba@amalpest.com.au">toowoomba@amalpest.com.au</a>
<b>NORTHERN ZONE</b> 327 Bayswater Rd Garbutt Qld 4814	<b>Mr. Ken West</b>	p. 07 4779 3955 f. 07 4725 2287 e. <a href="mailto:townsville@amalpest.com.au">townsville@amalpest.com.au</a>
<b>SYDNEY ZONE</b> 1/15-17 Hallstrom Pl Wetherill Park NSW 2164	<b>Mr. Daryl Collins</b>	p. 02 8787 1111 f. 02 8787 1100 e. <a href="mailto:sydney@amalpest.com.au">sydney@amalpest.com.au</a>

## Range of Services

### Residential Pest Management

Amalgamated Pest Control has been looking after the needs of homeowners for decades. During that time we have gained a wealth of knowledge and experience and have developed the most effective pest management techniques used in Australia.

As most homes have common problem areas, it has been possible for Amalgamated Pest Control to develop a range of standard treatment options that cater for the majority of situations. However, we are only too happy to develop a customised management program to suit any residential property.

### Commercial Pest Management

Amalgamated Pest Control has the ability to provide commercial clients the full range of pest management solutions tailored to suit the needs of individual businesses. Our treatments are designed to minimise disruption to your staff and clients, while still providing effect pest management. Depending on the nature of your business, and your specific requirements, Amalgamated Pest Control can provide you with regular and reliable maintenance agreements, to ensure your business remains pest free.

We are experienced in working with the Australian Quarantine Inspection Service (AQIS) and HACCP systems, and can provide information and advice on Integrated Pest Management options, and through our network of branches and affiliated companies, Amalgamated Pest Control can develop packages to meet the needs of our national accounts.

### Timber Pest Management

Amalgamated Pest Control brings you “flexible termite solutions” with **TermAForce**. We have assembled the professionals to deliver solutions for detecting, managing, destroying and monitoring termites. We make it possible and affordable for you to defend your greatest investment - your home, and we continually improve our weaponry through constant research and development into termite behaviour, management and eradication techniques.

### Pre-Construction Termite Management Solutions

Amalgamated Pest Control is committed to the pre-construction industry. Our highly trained technicians and managers are familiar with the differing requirements of local authorities, building certifiers and construction techniques and can assist in developing a pre-construction termite management solution to suit any building.

### Services provided by Amalgamated Pest Control

In any situation, whether it is for a commercial or residential client, Amalgamated Pest Control can develop a pest management program for the following pests:

- Cockroaches
- Ants
- Spiders
- Fleas
- Rodents
- Silverfish
- Termites
- Borers
- Wood decay
- Stored product pests
- Fabric pests
- Flies
- Paper lice
- Mosquitoes and midge
- Wasps
- Bees
- Bed-bugs
- Earwigs
- Crickets
- Birds
- Nuisance possums
- Feral animals
- Many other pests

Amalgamated Pest Control can also provide the following additional services in selected areas:

- Fumigation services
- Hygiene and odour control
- Sub-floor ventilation

### Service Warranty

Most pest management solutions offered by Amalgamated Pest Control come with a service warranty. Depending on the type of pest treated, and the servicing frequency, the warranty can last as long as 12months. Our policy is, that should reinfestation occur within the stated warranty period, a retreatment to the affected areas will be performed at no cost. We do not look at a ‘service call’ as a complaint, but rather it is a way we can continue to meet your expectations throughout the warranty period.

## Insurance

Our insurance coverage provides you with premium protection.

Public and Products Liability Insurance: \$50,000,000

Professional Indemnity Insurance: \$1,000,000

Motor Vehicle Insurance (that includes cover for environmental cleanup)

## Occupational Health and Safety

Amalgamated Pest Control understands the importance of ensuring the protection of health and safety of its workforce and any other person who may be affected by our operations. The organisations commitment to safety is demonstrated by the Company's Occupational Health and Safety Policy. This policy was developed with the support of Senior Management and in consultation with Branch and Zone managers, and provides details on responsibilities of each and every worker within the Group.

We also have Workplace Rehabilitation Policies and Procedures to provide proper care and rehabilitation for our workers.

## Environmental Management

Reducing the environmental impact of Amalgamated Pest Control has become a goal of Amalgamated Pest Control. We are involved in an industry often criticised for environmental mismanagement and disregard. That is why Amalgamated Pest Control has developed treatment techniques, utilising the most advanced equipment and products to ensure that our impact on the environment is minimal. We specialize in targeting the harbourage areas of the pests, minimising the amount of pesticides used as well as ensuring that people and pets are not directly exposed.

## Technical Back-up and support

The Amalgamated Pest Control Group is serviced by a dedicated Technical Services section providing technical support, research, development, and on-going training to all our branches. This means that standing behind every field technician is a team of qualified technical experts to assist in providing pest management solutions, should a need arise.

Our progressive research and development approach has contributed not only to enhanced treatment methods, but also to the development of equipment, chemicals and technical training methods used throughout Australia.

Our research and field officers enjoy a close working relationship with our Industry Association (the AEPMA), external technical consultants for specialist work, chemical and equipment manufacturers and government agencies including Health, Workplace Health & Safety, Environmental Protection, Forestry, Primary Industries and Industry Training Advisory bodies.

Our team has played a leading role in the development and ongoing refinement of the pest management industry competency standards which has now been adopted throughout Australia as the basis for training and licensing.

## Registered Training Organisation

Amalgamated Pest Control is a Registered Training Organisation delivering nationally recognised training under the Asset Maintenance Training Package. Our investment in training of new personnel and ongoing training of existing personnel is part of the reason we can keep at the forefront of the industry. Our training culture is one that is recognised both inside and outside the pest management industry.

## Certifications

### Business Certifications & Accreditations



Quality  
ISO 9001  
SAI GLOBAL

#### ISO 9001 Lic No: 20755

For your peace of mind.

Our systems are designed to ensure that you get the service required to solve your pest control problems.



#### PestCert Accredited Business - Our Professionalism - Your Security

For more information go to [www.pestcert.com.au](http://www.pestcert.com.au)

This accreditation means that all our technical staff must keep up-to-date with trends in the industry through ongoing professional development.



#### Member of the

Australian Environmental Pest Managers Association (**AEPMA**)

The national association for pest controllers.

For more information go to [www.aepma.com.au](http://www.aepma.com.au)

The association is the voice of our industry to government and other sectors. It also provides an point of contact of all pest control consumers in Australia.



#### HACCP Australia Accreditation

Selected branches of Amalgamated Pest Control are accredited under HACCP Australia, with more undergoing the formal accreditation process. Please enquire of your local branch's HACCP Accreditation status.



#### Approved Contractor under the BP ACP program.

Approval requires compliance with **AS/NZ 4801** and **SafetyMap**.



#### Building Services Authority - Approved Contractor

This accreditation is required for all pest control technicians that conduct termite treatments and termite inspections on properties in Queensland.



#### Approved Supplier for Queensland Government - Cert No: 2420

This approval is required for certain government works and tenders

## Systems Certifications & Accreditations



### Exterra Monitoring and Baiting System

Termite detection and eradication system



### Homeguard

Systems for Pre and Post Construction  
Termite protection system



### Kordon TMB

Systems for Pre and Post Construction  
Termite protection system



### Term-seal

Systems for Pre and Post Construction  
Termite protection system