

www.premiumclean.co.nz

Modern Slavery Statement FY2025



PREMIUM CLEAN[®]
Your Trusted Cleaning Provider



PREMIUM CLEAN®
Your Trusted Cleaning Provider

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About Us

Premium Clean is a **New Zealand-owned and operated cleaning company** providing professional **residential and commercial cleaning services** nationwide.

Since our establishment in 2016, we have grown into a trusted nationwide provider, serving a diverse range of clients, including corporates, government agencies, educational institutions, healthcare providers, retail outlets, **gyms, and households**.

Our solutions are designed to deliver **consistent quality, safety, and reliability** through well-trained employees and franchise partners.

Our Values



Excellence in Service



Environment Responsibility



Trust



Agility

MESSAGE FROM THE **MANAGING DIRECTOR**

At Premium Clean, we recognise the cleaning industry as high-risk for worker vulnerability, especially among migrant workers and contractors. This Modern Slavery Statement reflects our commitment to ethical operations, fair work practices, and transparency across our supply chains.

We have implemented due diligence processes, supplier standards, targeted training, and zero-tolerance policies on labour exploitation, bribery, and corruption to ensure accountability at all levels.

To strengthen governance, we established an Ethics & Modern Slavery Committee to oversee compliance, assess risks, and drive improvement. Recent actions include enhanced supplier onboarding, stricter franchise agreements, expanded staff training, and greater industry engagement. This is PCSG's second Modern Slavery Statement, building on our 2025 foundations and reinforcing our ongoing commitment to:

- Fair and lawful work practices
- Transparency and accountability in supply chains
- Training and awareness for staff and managers

We remain dedicated to safe workplaces, fair wages, and ethical partnerships nationwide.

Our Commitment Moving Forward

Premium Clean is dedicated to continuous improvement in this area. We will continue to:

- ✓ Build stronger partnerships with clients, suppliers, and industry peers.
- ✓ Improve visibility and transparency within our operations and supply chain.
- ✓ Support fair wages, safe working conditions, and ethical employment practices across New Zealand.

By embedding these principles into our daily operations, we are not only meeting our legal obligations but also contributing to a safer, fairer, and more ethical future. Together, we can help create an environment where exploitation has no place, and where dignity, respect, and human rights are upheld for all.



Sam Bhandari

Managing Director

MODERN SLAVERY INITIATIVES

- ✓ Established a Modern Slavery & Ethical Sourcing Policy.
- ✓ Conducted a risk assessment of labour, uniforms, chemicals, and equipment supply chains.
- ✓ Introduced a supplier engagement questionnaire for all new and existing suppliers.
- ✓ Launched training sessions for franchise partners and management teams.
- ✓ Updated franchise contracts with explicit modern slavery compliance clauses.
- ✓ Initiated a grievance and whistleblowing mechanism for employees and contractors.

2025 MODERN SLAVERY ACTIONS

- ✓ **Identified Risks:** Conducted a Modern Slavery Gap Analysis to uncover and address key risks across operations and supply chains.
- ✓ **Governance Strengthened:** Established a formal Modern Slavery and Ethics Committee, supported by compliance experts, to oversee risk management.
- ✓ **Standards & Support:** Set clear expectations for managers, franchisees, suppliers, and contractors, with guidance for corrective action.
- ✓ **Training Expanded:** Rolled out training to help staff and franchisees spot risks, understand grievance processes, and apply remediation effectively.
- ✓ **Accountability Ensured:** Improved monitoring systems to drive transparency, continuous improvement, and ethical practices across our network.

WHERE THE FUTURE LIES – BEYOND 2025

Use Modern Slavery Gap Analysis insights to guide future reporting and actions.

Strengthen and support our Modern Slavery and Ethics Committee.

Drive continuous improvement in modern slavery risk management.

Regularly review management and supplier performance on corrective actions.

Prioritise education for high-risk, high-spend suppliers and subcontractors.

Support smaller suppliers with risk mitigation initiatives.



CRITERIA 1 & 2: STRUCTURE, OPERATIONS AND SUPPLY CHAIN

Our Organisational Structure

Premium Clean – New Zealand

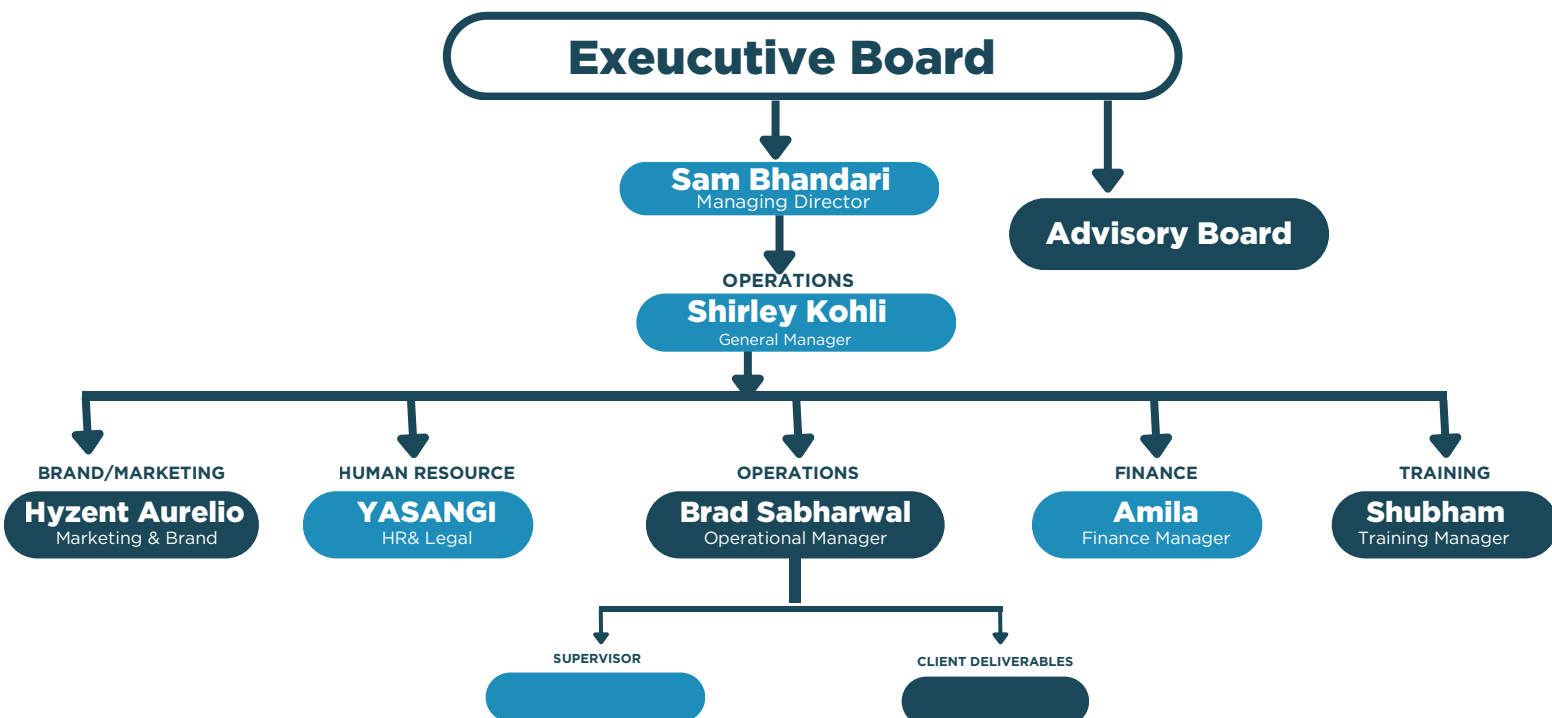
Premium Clean is a 100% New Zealand-owned company, operating since 2015 and delivering cleaning and facilities management services nationwide. With a strong presence in all major cities, we combine national strength with local expertise, ensuring consistency, reliability, and personalised service.

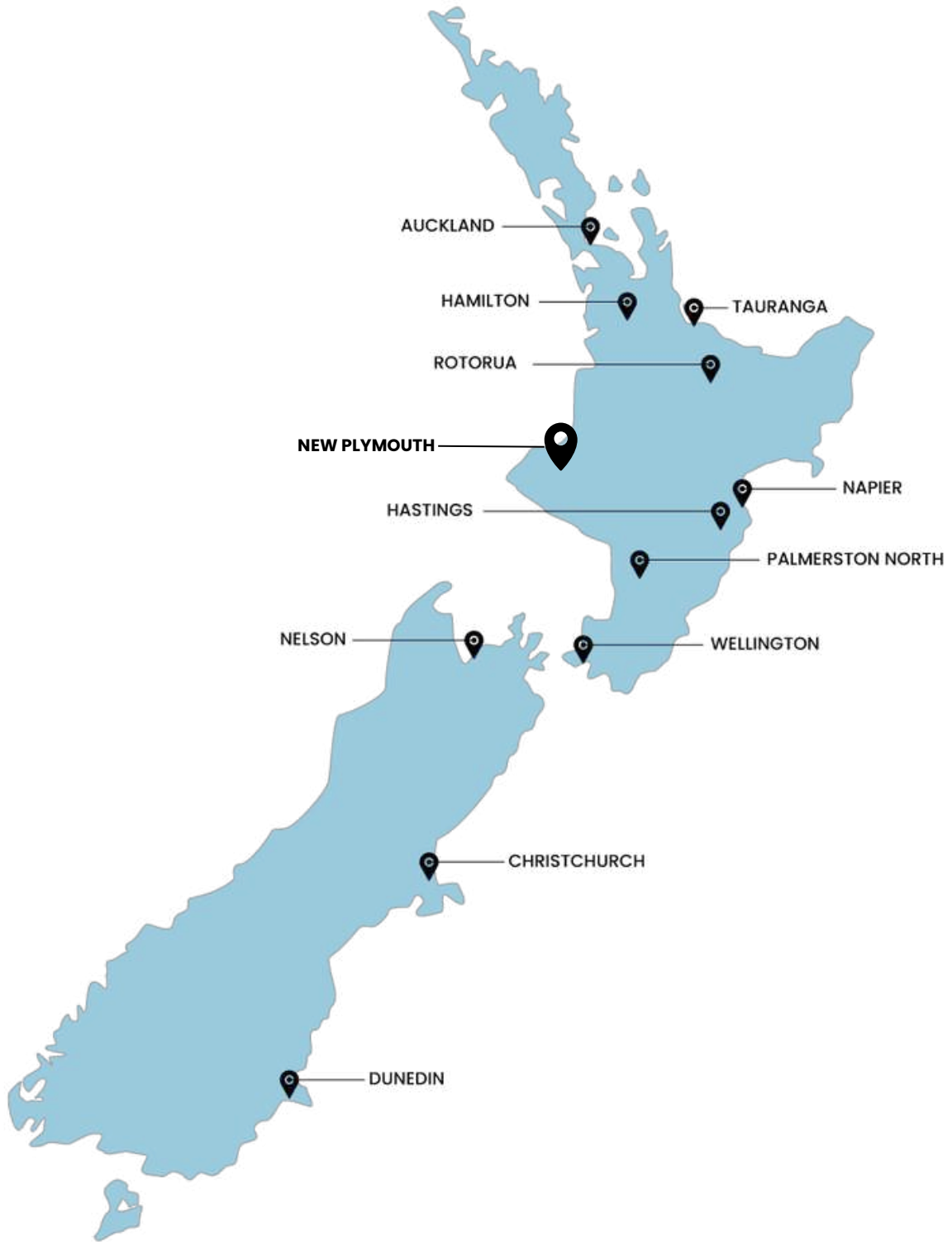
Our franchise-based model empowers local owner-operators supported by our head office, operations managers, and mobile supervisors, enabling fast response and tailored solutions for diverse industries, including corporate offices, childcare, healthcare, fitness, education, and government sectors.

We are ISO-certified, IICRC-trained, and Prequal-approved, backed by technology such as the Automaid App for real-time scheduling, monitoring, and client reporting. This ensures transparency, compliance, and efficiency at every step.



PREMIUM CLEAN COMPANY ORGANISATIONAL CHART 2025





70+
Team Members



How we will support you through our ongoing services.

90,000+
Cleaning Serviced



Premium Clean has successfully completed over 90,000 cleaning services across New Zealand.

2016
Established Year



Since 2016, Premium Clean has specialised in commercial and domestic cleaning for Kiwis across New Zealand.

4.9
Rating



Premium Clean has successfully completed over 90,000 cleaning services across New Zealand.

SERVICE STREAMS



Our Accreditations

RELIABLE TEAM	THE RIGHT PEOPLE	QUALITY ASSURANCE	GOING GREEN	SAFETY FIRST	QUALIFIED TEAM	HAPPY CUSTOMERS	HEALTH & SAFETY



Our Supply Chain

Our supply chain is made up of a **diverse network of New Zealand-based suppliers and service providers**, some of whom may engage **International Tier 2 suppliers** to support their operations. This layered structure adds complexity and underscores the importance of visibility and due diligence throughout our supply chain.

Our procurement activities involve:

- **Products** supplied directly to Premium Clean (e.g., cleaning tools, equipment, uniforms)
- **Services** delivered by contractors and suppliers (e.g., IT support, facility services)
- **Products and Services** used by indirect suppliers (e.g., raw materials, manufactured goods)

Given the breadth of our operations and the nature of the cleaning industry, our supply chain spans **Multiple Sectors and Geographies**. We recognise the inherent challenges this presents and are committed to **deepening our understanding of these relationships**.

During this reporting period, Premium Clean has continued its efforts to enhance supply chain transparency by engaging more closely with our suppliers, improving data collection, and assessing modern slavery risks more systematically.

We remain committed to ensuring that all suppliers—both direct and indirect—align with our values and meet our expectations around **ethical conduct, labour standards, and human rights protections**.

Major Source	Source Country
Labour Hire	New Zealand
Vehicles/Fleet Management	New Zealand distributors with international supply chains
Technology, equipment and supplies	New Zealand distributors with domestic and international supply chains.
Uniforms	Australian based manufacturers with international supply chains
Corporate services and supplies such as utilities, cleaning, office fit out	Australia with potential international supply chains
Travel Services	New Zealand

Criteria 3 – Risks of Modern Slavery practices

Identifying and Assessing Risks

Modern slavery refers to severe exploitation such as forced labour and human trafficking—serious violations of human rights. PCSG applies a risk-based approach to identifying and managing modern slavery risks across our operations and supply chains, guided by our business activities, workforce demographics, and operational contexts. Our operations are governed by an ISO 9001:2015 certified Quality Management System and supported by a suite of policies and standards, including:

- Modern Slavery Policy
- Quality Assurance and Management Plans
- Ethical Conduct and Whistleblower Standard
- Contractor and Supplier Standard
- Corporate Social Responsibility and Workplace Relations Standards

Our Risk Profile

PCSG's operational footprint is limited to Australia and New Zealand, both of which have strong regulatory frameworks. As such, our inherent risk of modern slavery is considered low. However, we recognise that risk can still exist, particularly in complex supply chains.

The broader services sector is known to carry higher risks of modern slavery. Common issues include breaches of workplace laws, subcontracting abuses, underpayment, and job insecurity. MASG is committed to leading by example within this high-risk sector, promoting ethical conduct to protect our workforce, support our stakeholders, and uphold our business integrity.

Risk Assessment Activities

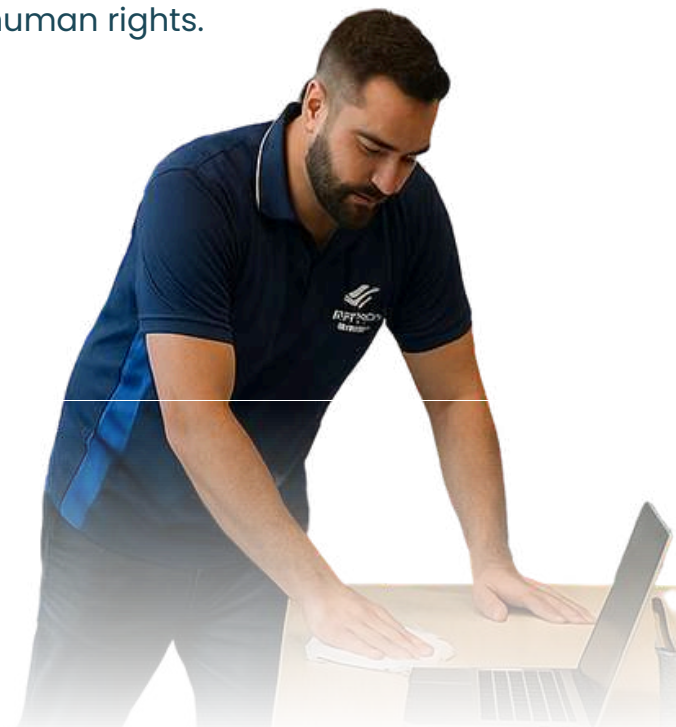
PCSG conducts ongoing risk assessments to identify and prioritise areas of concern. These assessments cover both direct and indirect indicators of modern slavery, as well as broader human rights issues that may suggest weak supplier controls.

Key activities in FY24 included:

- Continued mapping of supply chains
- Risk identification based on geographic and sector-specific factors
- Strengthening supplier engagement to improve transparency and compliance

Our assessments are supported by internal grievance data, client and community insights, and external databases that highlight high-risk regions, industries, and products.

Through these efforts, PCSG actively monitors and addresses risks of modern slavery within our business and supply chains. We remain committed to continuous improvement and upholding the highest standards of ethical conduct and human rights.



Risk Status

During the current and previous reporting periods, Premium Clean has not identified any instances of modern slavery within our operations or supply chains. This reflects the strength of our governance, internal controls, and consciously designed operating model. However, we acknowledge that risks may still exist—particularly within the cleaning industry and global supply chains.

- **Labour:** Labour is our largest area of expenditure. Our team members are directly employed under New Zealand employment laws. However, given the cleaning sector’s high-risk profile for labour exploitation, we remain vigilant in monitoring and managing potential risks.

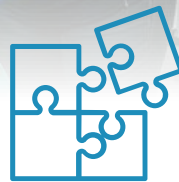
Uniforms:

- **Uniform:** Our uniforms are sourced from New Zealand suppliers. Nonetheless, we recognise that some textile materials may originate from countries where modern slavery in garment production is a known issue.
- **Vehicles:** While we partner with reputable local distributors, some tools, equipment, or cleaning products may be manufactured in higher-risk international regions.
- **Technology:** Our IT systems and devices are sourced through global suppliers. We recognise that certain countries involved in electronics manufacturing carry elevated modern slavery risks.

We remain committed to ongoing risk assessments, supplier engagement, and continuous improvement to uphold ethical standards and help prevent modern slavery across our operations.



Clothing, Personal Protective Equipment (PPE) and other personal items



Property and Facility Maintenance Services (eg. maintenance and cleaning)



Office and Building Supplies and Services



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**WE ARE
WHEREVER
YOU NEED US
TO BE**



0800 786 780



hello@premiumclean.co.nz



www.premiumclean.co.nz



4/37 Wilkinson Road,
Ellerslie, Auckland 1060,
New Zealand