

Tasmanian Industry Participation Plan Executive Summary

TASNET 968515 – Statewide Cleaning Services

Procurement details

Procurement ID	TASNET – 968515
Procurement title	Statewide Cleaning Services
Name of Responsible Agency/Entity	Tasmanian Networks Pty Ltd

Supplier details

Supplier details	Lazaro Pty Ltd
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Are you a Tasmanian SME*? Do you employ Tasmanians?

Lazaro Pty Ltd is a Tasmanian SME. As a local business, we understand the importance of supporting our regional communities. We are actively invested in the economic growth and development of employment in wider Tasmania and Lazaro engages with local suppliers and contractors in all cases in which the goods are produced or available locally. All cleaning supplies and equipment are procured from local distributors.

How many Tasmanian jobs will be supported by this procurement activity?

105 staff and 5 management.

How many people do you employ in Tasmania?

Lazaro currently employs 105 staff in the company with 7 management positions comprising the Executive Team, Middle management, and Customer Service Managers with associated support staff. In Tasmania we have 98 cleaning staff including supervisors.

Of these cleaning teams: 34 are assigned to the Launceston area, 29 to Devonport and Burnie and 35 for the Hobart area. Each of these areas are overseen by our 3 Customer Service Managers, overseen by the State Manager.

Provide an estimate of the number of labour hours worked by Tasmanian-based employees versus other employees.

100% Tasmanian-based employees

Would any new Tasmanian jobs be created by the proposed contract – how many?

We recruit and employ cleaners local to each site and re-employ the exiting incumbent's staff whenever appropriate.

For the purposes of this contract, we estimate that we will be recruiting 12 new staff.

Where are the goods or services to be used in the contract sourced from?

Lazaro engages with local suppliers and contractors in all cases in which the goods are produced or available locally.

All cleaning supplies and equipment are procured from local distributors. Lazaro partners with the following local suppliers:

- Hunters supplies

- Initial Hygiene Solutions
- Rapid Clean Tasmania
- Hunters Products Tas
- Coates Hire
- Central Cleaning Supplies
- Office Works
- Veolia Waste Management
- Kelly Waste Management
- Local Petrol Stations
- JMC Motors for vehicle servicing
- RACT for vehicle insurances, and Asset Training (Tasmania) for all training requirements.

All our equipment is tested and tagged by local Tasmanian electric companies including Tassie Taggers, ETCS Test & Tagging and Tasmanian Electrical Services Pty Ltd.

Does your business provide all the goods and services identified in your submission?

No

If not, will the goods or services identified in your submission be provided by or sourced from Tasmanian SMEs? If possible, provide a list.

(Table 4) Proposal Schedule G – Tasmanian sourced goods and services

Identified goods and/or services	Total estimated value	Name of supplier anticipated to be used (if already determined through existing supply chain arrangements)	Location of supplier (where already determined through existing supply chain arrangements)	If supplier not yet determined, is there a local SME market for same? (Yes/No)
Cleaning Products & Supplies, Repairs	\$182,640 annually	Central Cleaning Supplies	Hobart, Launceston & Devonport	n/a
Test & Tagging	\$2,800 every quarter. Amount varies depending on repairs needed.	ETCS Test & Tagging and Tasmanian Electrical Services Pty Ltd	Hobart, Launceston & Devonport	n/a
Uniforms	\$5,500-\$10,000 annually	Uniform City	Hobart, Launceston	n/a
Veolia Waste Management	\$36,000-\$45,000 annually	Waste Management	Hobart, Launceston & Devonport	n/a
BP Stations	\$12,000 annually		Launceston	n/a
Scott Seabourne	\$9,000-\$11,000 annually	Waste Management	Hobart	n/a
Stephen Grace	Varies from \$8000-\$10,000 depending on incidentals	Vehicle Repairs	Launceston	n/a

Provide an estimate of the value of locally sourced goods and services versus imported.

- Between \$275,000 - \$280,000 in locally sourced goods
- n/a for imported goods

Outline how your submission will incorporate local products, services and capabilities.

Local products

- Lazaro buys all its products from local suppliers, these include: cleaning products, uniforms and fuel
- Lazaro partners with the following local suppliers; Hunters supplies, Initial Hygiene Solutions, Rapid Clean Tasmania, Hunters Products Tas, Coates Hire, Central Cleaning Supplies, Initial - The Hygiene Experts.

Local services

- Lazaro purchases all its service from local suppliers, these include: electrical test and tagging, mechanical repairs, waste management, accounting and legal services and website hosting.
- Our equipment is tagged and tested by local Tasmanian electric companies, including Tassie Taggers, ETCS Test & Tagging and Tasmanian Electrical Services Pty Ltd
- Lazaro uses the services of: Office Works, Veolia Waste Management, Kelly Waste Management, Local Petrol Stations, JMC Motors for vehicle servicing, RACT for vehicle insurances, and Asset Training (Tasmania) for all training requirements

Local capabilities

- Lazaro employs local people for all their cleaning services and undertakes all training in house.

Opportunity for Tasmanian SME* involvement

Will you source components of your offer from other Tasmanian SMEs or sub-contractors? If possible, provide details.

All cleaning work for this contract is to be completed by our staff. We will employ cleaners specifically for this contract and we only employ cleaners who are residents of the local area.

How will you identify and engage with sub-contractors or other Tasmanian SMEs to deliver the contract?

We will not be using sub-contractors.

Broader social and economic opportunities

Are there any other benefits that your organisation or this specific contract will provide to the Tasmanian economy?

As a Tasmanian SME, Lazaro will continue to support the community employing staff who live locally to the sites. We are committed to providing stable employment opportunities for Tasmanians and in the event that a cleaner parts way with the company, we always employ cleaners who live in the local area.

Employment equity and equal opportunity

We continue to develop our workforce and company culture in line with these practices through the following measures:

- Of the 105 cleaners across Tasmania: 10% of staff under 25 years old, 76% of staff are over 50, 2% of staff are Aboriginal/Torres Strait Islanders, 4% of staff with disabilities, 8% overseas/refugee or migrant workers
- We foster a culturally safe workplace through leadership and provide training to all new employees during the induction process on social inclusion and cultural awareness
- We provide flexibility in our work arrangements in support of career responsibilities, significant dates and cultural events

Supporting the Tasmanian community:

- Lazaro supports local sporting teams such as Westside Devils Junior Soccer Club and New Norfolk Soccer Club
- Lazaro supports local organizations dedicated to supporting and empowering families in the Community
- Lazaro sponsors Beyond Blue, Building Brighter, Stronger Families Program and the Australian Police Football Association and APFA Journal; and Organisations such as Royal Hobart Hospital and The Kids' Cancer Project

Lazaro supports a culture in which staff are encouraged to learn and develop skills that can benefit them within the company and the local workforce. We operate as a 'Learning Organisation', whereby the State Manager in collaboration with the Customer Service Managers provide regular training and development programs. Our training programs arm staff with transferable skills to allow them to find opportunities outside the company should they decide to end their employment with us. This in turn adds to the skill base within the local area supporting other industries who may employ them.

It is noteworthy to mention that one of our Managing Directors is a Certified Trainer and Assessor and who can provide training on vocational courses. He volunteers his services to different organization's including start-up businesses in the local area as a contribution to the Company's objective to promote local economic vitality in the areas that we serve.

All cleaners are hired as apprentices, until such time they have been able to complete all training programs. Training is carried out on Wednesday mornings as a general rule.

Staff complete the following training:

- All cleaners are required to complete Certificate II and III in Cleaning Operations Training, facilitated by MGET
- All managers are required to complete the Cleaning Operations III and IV, facilitated by MGET
- Staff undergo monthly toolbox trainings with the Customer Service Manager for reorientation purposes and follow-up on work health and safety procedures
- Updates on local and national legislation concerning employee welfare and rights are also tackled during these monthly meetings
- Ongoing training also involves personal development, leadership, and specific skills relating to operations and sales.

Lazaro is committed to protecting the health of local communities and the environment. We take action through Green Cleaning methods to:

- Reduce air pollution to help improve the health of local residents
- Address the government's air quality targets
- Preserve the environment and enhance economic competitiveness of the locality
- We are currently researching the possibility of developing environmentally friendly products to be made in Tasmania.

We are advocates of the Brand Tasmania campaign. We encourage all our clients, suppliers and staff to “Keep it Tassie. Buy Local.” All our correspondence, emails, receipts, invoices, payslips, proposals and tenders are marked with this slogan. We in turn purchase all supplies, services and capabilities locally.

Our commitment to the community is expressed through ethical business practices, transparency in our operations, philanthropy to support important causes and encouragement, support and active involvement in organisations, local sports clubs and other community groups.

Will this contract lead to new skills or expertise being developed within Tasmania?

As aforementioned, Lazaro provides rigorous training programs to equip staff with skills that they can take into the future if they choose to leave our organisation and enter the local workforce.

In response to Covid-19 we are now upskilling our workforce through the completion of Health Support Services, Certificate 11, which will add important skills within Tasmania on specialised infection control cleaning and assist to further minimise the risk of spread of the virus and other infections in the community.

Will trainees or apprentices be appointed? If yes, how many and in which profession?

Twelve new cleaning staff and training will be recruited for the contract. Lazaro has a rigorous process of induction, appointing only experienced staff with proven capabilities in the service delivery discipline they are engaged to perform. All staff are closely supervised in initial performance of duties, with mandatory procedures explained on-the-job by team leaders. When training new staff, team leaders demonstrate expected quality outcomes and provide simple checklist task assignments, including: reporting and recording of work outcomes, application of safety practices and correct use of PPE and materials. When new recruits prove proficient at performing tasks, they are paired with experienced operational staff for a period of three months, after which a final assessment of their performance is convened with Team Leaders and their allocated peer assessor.

Does your organisation provide opportunities for pathways to employment for disadvantaged Tasmanians?

- Lazaro Pty Ltd works closely with the Salvation Army—Employment Plus, Department of Human Services (CRS Australia) and Asset Training in Tasmania in fulfilling its staffing requirements
- We employ people with certain handicaps, disabilities, mental health and slow learning ability—we provide them with specialised asset training, and additional training hours where learning ability is Slower
- We employ staff from the age of 19 through to 72
- We embrace diversity and social inclusion and are committed to offering meaningful employment which creates opportunity for all. Our recruiting practices recognise the diverse people within the local community ensuring economic growth is more evenly shared among Aboriginal & Torres Strait Islanders, ethnically diverse, all genders including LGBTIQ, people with disabilities or mental health issues, migrants/refugees or socioeconomic disadvantaged. We achieve this through our business relationships with the Salvation Army Employment Plus, Max Employment, Indigenous job networks providers and noticeboards.
- We continue to develop our workforce in line with this recognition. Of the 105 cleaners across Tasmania: 10% of staff under 25 years old, 76% of staff are over 50, 2% of staff are Aboriginal/Torres Strait Islanders, 4% of staff with disabilities, 8% overseas/refugee or migrant workers
- Fostering a culturally safe workplace through leadership and providing training to all new employees during the induction process on social inclusion and cultural awareness.

- Flexibility in our work arrangements in support of careers responsibilities, significant dates and cultural events.

Do you support the Tasmanian community, for example through formal support, sponsorship, volunteering or in-kind support?

Lazaro supports local sporting teams such as:

- Westside Devils Junior Soccer Club
- New Norfolk Soccer Club

Lazaro also supports local organizations dedicated to supporting and empowering families in the community:

- Beyond Blue
- Building Brighter, Stronger Families Program
- Australian Police Football Association and APFA Journal
- Royal Hobart Hospital
- The Kids' Cancer Project.

Local innovative solutions

Does your submission involve adding value to imported goods or services through local development or innovation?

- We assist to enhance local air quality through green cleaning: Lazaro is committed to protecting the health of local communities and the environment.
- Taking action through green cleaning methods to reduce air pollution help improve the health of local residents, address the government's air quality targets, preserve the environment and enhance economic competitiveness of the locality.

Is your organisation developing strategies to provide goods or services to the Tasmanian economy that have historically been imported from interstate or overseas?

Lazaro does not use imported goods or services.

Does your organisation offer any innovative solutions that might benefit the broader Tasmanian community and economy? Provide details.

Enhance local air quality through green cleaning: Lazaro is committed to protecting the health of local communities and the environment.

Completed and endorsed	<p>(Name and position – print)</p> <p>Luis Lazaro</p> <p>Director</p> <p>(Supplier name)</p> <p>Lazaro Pty Ltd</p> <p>(Signature)</p> <div style="background-color: black; width: 150px; height: 30px; margin: 5px auto;"></div> <p>28/05/2021</p> <p>(Date)</p>
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