cirka
Healthcare &Aged care.

WHO WE ARE

With over 37 years experience in the service industry, Cirka has earned a reputation as a trusted and respected provider delivering presentation partnership for our clients.

We are a service provider, powered by people. Our people create and deliver outstanding experiences.

OUR JOURNEY

HISTORY & MILESTONES

Cirka has built a strong domestic and international presence over 37 years since inception, receiving several industry awards for its service excellence.

2009-2015

- Secured Arts Centre Melbourne Contract & recruited 100th employee (2009)
- Won AMP commercial portfolio (2012)
- Delivered first Australian Open, achieved triple certification (2014)
- Commenced Collins Square, Melbourne & Olympic Parks, & SA government contracts (2015)
- Recruited 1000th employee

1988-2008

- City Central Property Services Founded in Adelaide (1988)
- Received ISO 9001 Safety Certification (1995)
- Opened offices in Melbourne (2007)
- Commenced Reece partnership (2008)

cirka

2016-2018

- Awarded AMP National Contractor of the Year (2016)
- Rebranded to Cirka (2017)
- Established Cirka UK (2018)

2025-2026

- Commenced partnerships with Brisbane Racing Club, Kooyong Lawn Tennis Club, Student One, Box Hill Institute (Cafe's & Catering) (2025)
- Commenced commercial office partnerships with 7 Spencer St, 435 Bourke St, and 114 William Street in Melbourne CBD (2026)

2019-2024

- Recieved SA Gov Trusted Partners Award & Best Contractor Award (2019-2021)
- Secured contracts for La Trobe University & Calvary Hospital (2020)
- Implemented a corporatised management structure (2021)
- Delivered our 8th Australian Open (2022)
- Secured partnerships with Melbourne Royal Show, Moonee Valley Racing Club (2022)
- Commenced partnerships with Festival Tower, Adelaide University, TLC, Court Services Victoria, & Jewish Care Victoria (2024)

UNIQUE VALUE PROPOSITION

Cirka's UVP is rewriting what presentation partnership means in Australia.

PILLARS OF OUR UNIQUE VALUE PROPOSITION (UVP)

Governance
- Board with independents
- Audit & Risk + ESG SC
- Industry leading cyber security framework

Customer Centricity
- Extension of our clients
- Relationship driven business model

ESG Strategies
- Verifiable outcomes
- 3rd party assurance of reporting

Thought Leadership
- Knowledge/IP capture
- Access to diverse segment and global experience

Our Culture
- Ethical
- Desire to add value to contracts
- Transparency

Industry Relationships
- Direct employment model
- Protect our client's brand and see their reputation as our own

Our People
- Strong EVP
- Retention rate: 94%
- Engagement rate: 85%

Technology & Data
- Best practice cybersecurity
- Cloud-based data storage
- AI enabled insights

CIRKA'S VALUES

CARE - We prioritise safety, well-being, & the health of our people and our communities.

INTEGRITY - We are open, honest and act with integrity in everything we do.

INCLUSIVENESS - We value different views and alternate perspectives.

INNOVATION - We find creative solutions and create things others thought impossible.

COLLABORATION - We work together sharing ideas and knowledge to benefit all.

EXCELLENCE - We are passionate about delivering outstanding experiences for our clients.

FAST FACTS

Company Name	Cirka			
Established	Adelaide, South Australia, 1988			
Ownership	Cirka Group Holdings			
ACN	128 786 470			
ABN	67 128 786 470			
Who we are	A premium property services company specialising in delivering quality cleaning and associated services of buildings, aged care and healthcare facilities, venues, events and public areas.			
Our services	Cleaning, Hygiene, Waste removal and recycling, Window cleaning, Environmental Auditing, Grounds and Maintenance, Catering, Laundry, Retial, Home Care, + other services			
Sectors we operate within	• Commercial • Retail • Venues	• Events • Government • Education	• Healthcare & Aged Care facilities	• Hotels • Student Accommodation
Offices	**Melbourne** **A** Level 2, 141 Osborne St, South Yarra, VIC 3141 **T** (03) 9448 2200 **E** vic@cirka.com.au **Sydney** **A** Office 14, Level 3, Chalmers Crescent Mascot, New South Wales, 2020 **E** nsw@cirka.com.au **London** **A** 8 Apsley House, 176 Upper Richmond Rd, Putney, London, SW15 2SH, England **E** info@cirka.uk **T** +44 (0)204 553 4606		**Adelaide** **A** Level 26, 91 King William St, Adelaide, SA 5000 **T** (08) 8133 0300 **E** sa@cirka.com.au **Brisbane** **A** Office 227, Level 2, 260 Queen Street Brisbane, Queensland, 4000 **E** qld@cirka.com.au	
Website	www.cirka.com.au			
People	Cirka employs more than 2,600 people.			
Insurance	Public Liability Insurance - $20m Public Indemnity Insurance - $10m Motor Vehicle Insurance - $50m Work Cover – All states as per individual state requirements.			
Accreditation	• Quality Management System - AS/NZS ISO 9001:2015 since 1995 • Environment - ISO 14001: 2015 • Occupational Health and Safety Management System - AS/NZS ISO 45001:2018		• Cm3 • ICIX Registered Member • Avetta • EcoVadis Bronze • Contractor Accreditation Limited	

OUR PEOPLE
MANAGEMENT

Matthew Bond - Executive Chairman

As our founder, Matthew is responsible for Cirka's strategy, overall performance and relationship management of all stakeholders. With a hands-on approach, Matthew is actively involved in the day to day operations of the business maintaining an unwavering client centric focus to ensure effective new business transition & maintenance of strong customer satisfaction and relationships.

Pat Donato - Chief Executive Officer

Pat's role is to lead Cirka's management team through the next phase of growth, design and deliver the new market led strategy, develop talent, deliver strong client outcomes, and drive robust financial performance.

Pat has over 30 years of professional services experience, working with large corporates across many industries including, sports and entertainment, telecommunications, manufacturing, logistics, utilities, automotive, and government.

Rebecca Bond - Executive Director

Rebecca is responsible for setting our growth strategy and overseeing our market analysis and branding requirements. As a member of the Board she is involved with setting the strategic direction of the business. She has extensive experience in sales and marketing with a leading multi-national firm in the FMCG industry.

Howard Lacy - Chief Financial Officer

Howard is the Chief Financial Officer at Cirka. He is a new addition to the team and is responsible for business planning, funding, accounting and tax, treasury and business control frameworks.

Howard is an experienced Executive and Chief Financial Officer with over 20 years of experience in leadership and mergers and acquisition roles across several industries.

Emma Yee - Group Executive - Catering, Residential & Home Care & Commercial VIC

Emma is an experienced leader across the hospitality, aged care, and facilities services sectors, with more than 25 years of industry experience. She previously served as CEO of Peter Rowland Catering and has extensiveexpertise delivering services within the aged care sector.

Emma has also worked as General Manager for Catering, Cleaning and Laundry at BlueCross, where sheoversaw operational and commercial delivery across 31 residential homes throughout Victoria. In her current role, Emma leads Cirka's Catering, Residential & Home Care, and Commercial Victoria operations, supporting service excellence, client partnerships, and continued business growth across these sectors.

Marc Fitcher - Group Executive - Events, Education & Commercial SA/NT/WA

Marc is responsible for leading Cirka's Events and Education sectors nationally, in addition to overseeing Commercial operations across South Australia, Northern Territory and Western Australia. In this key leadership role, he oversees client service delivery, operational performance, business growth, and the development of strong client partnerships across multiple sectors.

With over 15 years' experience, Marc has a strong background in commercial and facilities management, with extensive expertise in leading large-scale operations and delivering high-quality service outcomes across complex environments.

Con Katsinas - Group Executive - Network Business & Specialist Segments

A senior leader with 35+ years of experience across hospitality, commercial cleaning, and facility services. Con has led national growth strategies and will drive Cirka's NSW operations with a clear focus on client value, operational excellence, and results.

Kate Smith - Executive General Manager – People & Culture

Kate is responsible for the management and strategic direction of Cirka's People & Culture function. This includes people processes to support the entire employee life cycle, training and development, employee wellbeing and team engagement.

Kate has over 20 years' People & Culture experience working in both the public and private sectors. Kate is pragmatic in approach, commercially focused and driven to deliver results.

OUR PEOPLE
MANAGEMENT

Elly Krommidas - Project Director - Enterprise Transformation

Elly is responsible for leading Cirka's Enterprise Transformation Program, driving initiatives that support the business's long-term growth, operational performance, and sustainability objectives.

Her role focuses on developing and implementing a clear transformation roadmap across the business, including technology modernisation, process improvement, data capability, and people-centred change management. Elly works closely with leaders and teams to ensure change initiatives are effectively coordinated, appropriately paced, and successfully embedded into day-to-day operations.

Alex Malinov - Executive General Manager - Technology & Transformation

Alex is our GM of Technology & Transformation. In this key leadership role, he is responsible for leading and executing strategic business plans to meet the company's technological needs. Alex has a wealth of experience in IT management and strategic planning from both the UK and Australia. He is an expert in implementing a robust IT Strategy underpinned by strong infrastructure and cyber-security, leading ERP system upgrades and driving technology change.

Daniel Rowe - Executive General Manager – Environmental Social Governance

Daniel is Cirka's ESG & Compliance Manager. His role includes developing and leading the sustainability and community engaging functions to support our clients and guide Cirka's ongoing commitment to growing as a sustainable and socially responsible business. Daniel has worked in major events leading the sustainability and social responsibility strategy at Victoria Racing Club and the Melbourne Cup Carnival.

Scott Hughes - Operations Manager (Venues & Events)

Scott is our Operations Manager - Venues & Events contracts on a national level. This is a key management position responsible for the leadership of the Venues & Events team through creating a positive work environment and identifying development opportunities. Scott has over 20 years of experience in cleaning operations and venue management, including Wembley Stadium, Silverstone, Ascot Racecourse and Villa Park in the UK and the Melbourne Cup Carnival, Showgrounds, Australian Grand Prix and events at the Melbourne Exhibition and Conference Centre in Australia.

Nipuna Hettiarachchi - Operations Manager (Retail & Aged Care)

Nipuna joined Cirka in 2022 as National Portfolio Manager. He brought a wealth of experience in contract management, mobilisations and transitioning new and existing contracts for hotel and facilities services. He has overseen over 500 employees successfully and is currently working to improve and expand our retail & aged care portfolio.

Daniel Dmytrenko - State Manager SA/NT/WA

Daniel is South Australia's State Manager. He is a highly experienced facility services and financial management professional, with particular expertise in devising continual improvement processes with specialist service providers, including cleaning, waste management and emergency procedure training.

Scott Booth - State Manager QLD

Scott is Cirka's Queensland State Manager. He is a highly experienced facility services professional, proficient in ongoing performance management and continual improvement processes with specialist service providers, including cleaning, waste management and integrated soft services.

Maria Madrid - Portfolio Manager - VIC Commercial

Maria joined Cirka in 2012 and currently holds the Portfolio Manager- VIC Commercial position. She's a well rounded professional with over 20 years of experience in diverse fields, such as cleaning operations, contract management, business development, growing existing contracts, customer service, HR, and sales. She brings a unique and valuable perspective to her role, having a proven track record of delivering exceptional returns for clients.

PEOPLE AND PROCESS RECRUITMENT PROGRAM

We know that our people are our key asset.

We have quality people in place at every level to ensure that one of our key objectives of exceeding our customers' expectations is achieved. We are proud to have managers from inside and outside the cleaning industry, believing this blend gives us an edge through the combination of hands on experience and best practice knowledge.

Maria Madrid

Maria joined Cirka in 2012 as a Site Supervisor at a CBD contract in Melbourne. Through her hard work, she progressed to a Supervisor role in a premium building, supporting the on-site Manager.

A Cirka success story

During 2015, while Maria was completing her Masters in Human Resources Management, Cirka supported her through a change to a night Supervisor role. In 2016 Maria was promoted to the role of Customer Service Manager in the newly opened Collins Square precinct. She was initially responsible for the management of Tower 4 and the Goods Shed building. She was then appointed as the Customer Service Manager for the management of all cleaning operations across the entire precinct.

Maria is now the Portfolio Manager for our commercial contracts in Melbourne. She is responsible for a team of more than 300 and is known for developing her staff, her high quality standards and her polished professional manner dealing with our clients. She is a highly regarded and valued member of our team.

"The company is very much family oriented & they really look after their cleaners."

Cirka has robust and established human resources systems and people processes to recruit, train and reward our team members effectively and efficiently.

We train our team members in best practice cleaning methods and our OHSE policies to ensure they are always working to maintain a safe and sustainable workplace. Our cleaners are friendly, well presented, proactive and professional at all times.

The team are supported and developed by their managers and our people & culture. They attend regular site meetings with their managers to ensure Cirka's core values are being met and to reinforce our Quality, Environmental, Health & Safety and Risk Minimisation policies and strategies.

The meetings also provide an opportunity to drive team engagement, open the lines of communication, share best practice and recognise and reward excellent performance. Our cleaners' loyalty and tenure is acknowledged and valued and there are opportunities for career advancement within the business for great performers.

PEOPLE AND PROCESS
RECRUITMENT PROGRAM

RECRUITMENT PROCESS

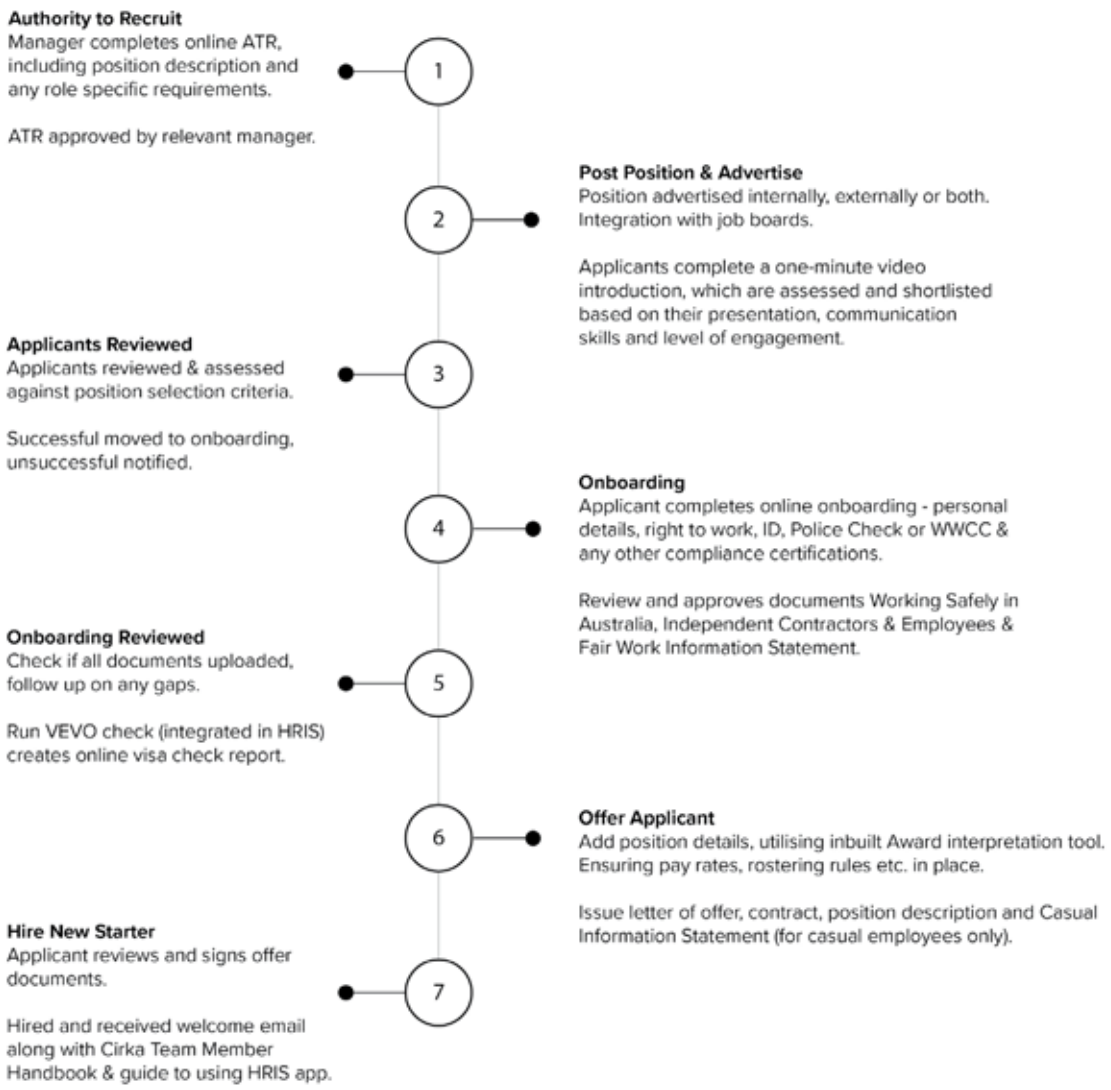
The strength of our recruitment, onboarding, and training is a key contributor to our 94% employee retention rate and positive company culture exhibited by an 85% engagement score on our most recent Employee Engagement Survey.

With expertise in managing large cleaning contracts nationally, Cirka has implemented successful recruitment processes for attracting, assessing, and selecting applicants for roles with us. These include a direct sourcing approach, comprehensive interviews, reference, visa, and police or working with children checks.

We operate a direct employment model and have strong processes and checks in place to ensure adherence to all Australian Federal and State workplace laws. This approach enables us to have oversight of our people and control of processes, providing our clients with the reassurance that they are getting the Cirka standard of high-quality service.

Our recruitment processes are designed to select high-performing team members with a specific focus on communication and quality, enabling employees to take ownership and become experienced in the intricacies of different sites.

We commit to investing in and training our people to a high standard. The adjoining flow chart sets out our standard process for large-volume recruitment, which can be tailored to a specific client's requirements.



PEOPLE & PROGRESSION

We are proud to have a workforce of passionate and engaged team members who are loyal to the business and take great pride in our 94% employee retention rate, well above the industry average.

When joining Cirka in any role, our newest team members are signing up for an array of endless opportunities to work at different sites, venues and major events along with transitioning into roles in different functions of the business or progression to operational supervisory or management roles. We prioritise internal promotions to not only develop the skills and capabilities of our people but to also keep expert knowledge within our business.

With locations across Australia and concentrated around capital cities, many of our employees have enjoyed the benefit of relocating across the country with their families whilst still remaining part of the Cirka Group.

Culture & Values

We treat our people with respect and appreciate their hard work in jobs that are not always easy. As part of our recruitment process, we ensure that we hire people who have a shared affinity with our Company values: Care, Integrity, Collaboration, Inclusiveness, Innovation and Excellence.

Our values are what is important to Cirka and our people and we reward and recognise our people for demonstrating our values in their interactions with coworkers and our clients.

Our culture defines our business, and we believe it is a key element of its success and longevity.

Engagement & Wellbeing

We pride ourselves on offering an employee experience that is fulfilling and rewarding for all; from the variety of work offered, to the benefits and recognition that our team receive. We are extremely proud of our 85% engagement score.

We value the feedback and suggestions from our team members on their experience working at Cirka through our regular employee engagement and pulse surveys. The feedback received is an invaluable tool for continually improving our employee value proposition. A recent example of this is the implementation of CirkaPerks.

CirkaPerks is a reward and recognition platform powered by RewardGateway, which provides Cirka employees access to:

- Employee Benefits/Discounts: exclusive discounts on hundreds of retailers and services across Australia to allow our staff to get better value for their hard-earned money. The average employee will save $600 per annum just by using the fuel and shopping discounts alone.

- Recognition & Reward: Team members are able to send and receive recognition eCards instantly, with these being posted on the social page for everyone to see. Monetary awards and vouchers are also sent through for service milestones, rewards for outstanding performance and as end of year rewards.

- Wellbeing Centre: A central hub containing numerous activities, videos, guides, articles and resources for improving physical, psychological and financial health and wellbeing. With expert-created content delivered regularly, this is an invaluable tool for our staff to access and equips our team with the tools to lead healthy lives.

In addition, we host a multitude of events that give back to our employees and the community. Some of the standout activities include Run Melbourne, Self-Care Challenges, Harmony Day, Wellness Lunch and Learns, as well as team challenges and competitions.

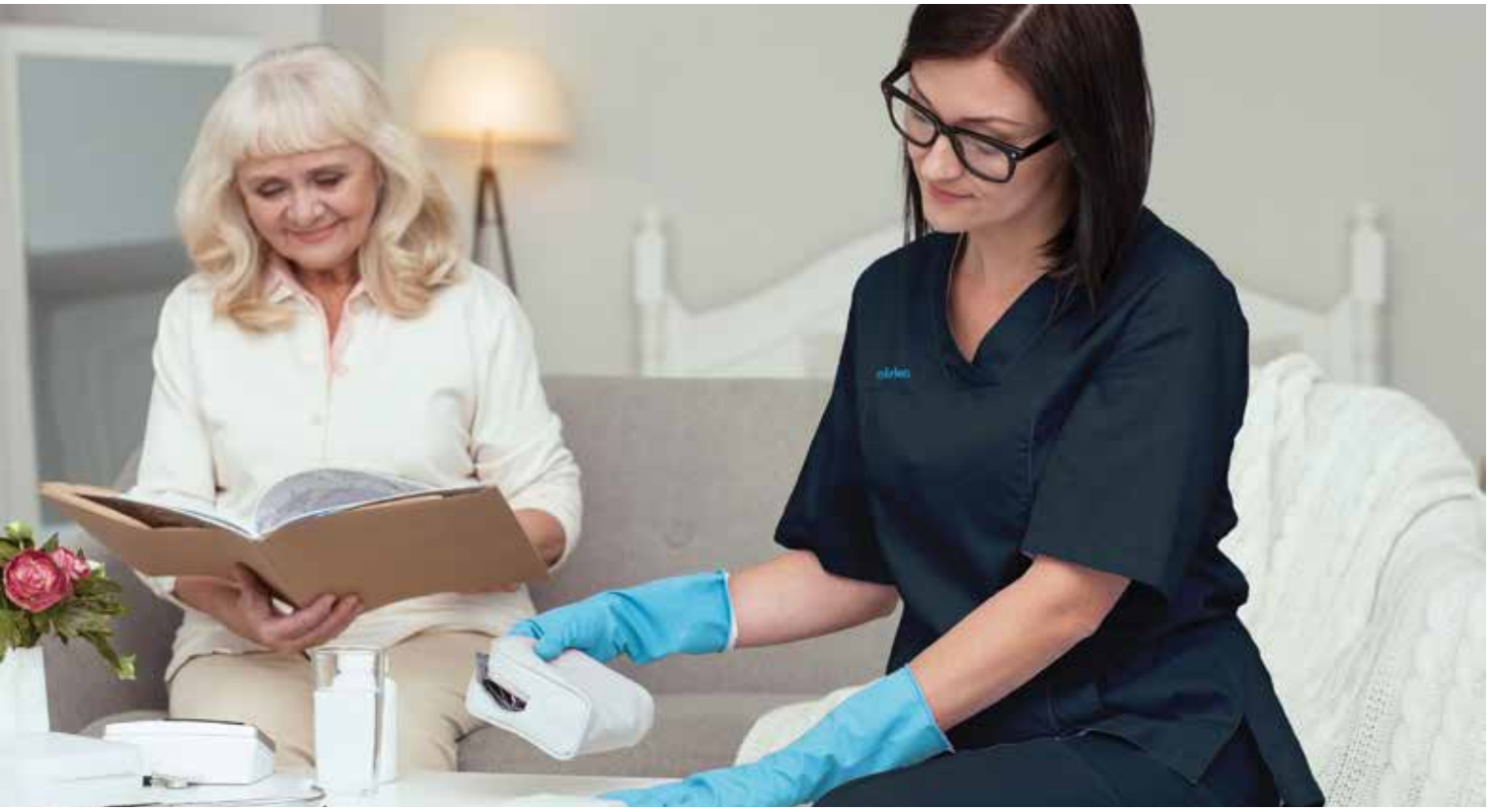
"Cirka is a company you can feel proud to work for. They treat staff really well and have a good name in the industry."

We create long-term relationships based on earned trust.

We pride ourselves on delivering an excellent quality of service to all of our customers. This commitment has resulted in a 95% contract retention rate, with some partnerships more than 35 years old. We service over 80 large and varied contracts delivering the same level of service and attention to detail to each customer.

"I spoke to a lovely gentleman named Graeme Medew yesterday who had nothing but praise for you and the Cirka team. I believe he spoke to someone over the phone to give order feedback and he was so complimentary of them. I've received similar feedback from other customers and thought it would be nice for me to share. I think it's very evident that you are all very passionate and knowledgeable, and that translates clearly to customers."

Ellie - Trilogy Care



SEGMENT EXPERIENCE

Calvary Adelaide Hospital

The $345 million state of the art development is the largest private hospital ever built in South Australia and is located in the heart of the CBD, with 12 levels and a 340 bed capacity.

Baptcare

Cirka is delivering home cleaning services to more than 80 clients per week located in Melbourne northern and western suburbs, tailored and flexible to meet individual needs.

TLC Aged Care

Since 2023, Cirka has been delivering cleaning and laundry services to TLC's twelve residential aged care facilities, including primary care centres, gymnasiums, training centres, and swimming pools, located in Geelong and Metro Melbourne.

Jewish Care Victoria

Jewish Care Victoria is widely recognised for its professionalism and compassion, delivering high-quality care and support to the community it serves. Cirka has providing cleaning presentation services across seven sites in Melbourne since 2023.

Ramsay Health

Cirka delivers cleaning services to Ramsay Clinic Adelaide, an 83 bed facility that has set the standard for private psychiatric care in South Australia.

Vita Care

Vita Health Care provides comprehensive psychiatry, psychology, counselling, and TMS services across the Mornington Peninsula, delivering expert diagnosis, treatment, and prevention to support mental wellbeing for communities in Mount Eliza, Mornington, Frankston, and surrounding areas.

SA Health

Cirka offers cleaning services for six SA Health facilities in Adelaide, enhancing the state's reputation as a hub for global health and medical industries.

Calvary Hospital

TLC Aged Care

Jewish Care

Debbie Leigh Wells
Cleaning & Laundry Supervisor

People Behind the Care

As Cleaning & Laundry Supervisor, Deb brings pride, consistency and genuine care to work that often happens quietly in the background.

When asked what she loves most about her role, her eyes lit up. She didn't start with tasks or checklists, she spoke about people: the residents, their families and the carers. The relationships. The trust. The sense of being part of something that truly matters.

A powerful reminder that a clean and well-run environment is more than a standard. It represents comfort, dignity, safety and warmth; and that's exactly what we strive to deliver every day.

SEGMENT EXPERIENCE

HOME CARE FOOD SERVICE

Cirka Catering delivers nutritionally balanced, dietician-reviewed meals directly to Home Care Package recipients across Melbourne. We also offer delicious, nutritious, and wholesome meals delivered straight to our client's door through our partnership with Cookaborough, our online meal order service delivering ready-made meals or connections with local cooks.

Experience & Expertise Delivered

Our chefs have an aged care background, who have worked alongside dietitians to ensure our meals meet dietary requirements and portion sizes during the menu planning phase. The Cirka Catering at home meal solution service is something we pride ourselves on by creating outstanding food experiences that make every meal feel like a treat, without the hassle of cooking or prep time, menus change weekly.

Our goal is to offer the perfect balance of quality, wholesome, nutritious, and convenient food. We understand that quality and taste are essential when choosing what to eat. But we also know that sometimes, after a long day, our clients just want to enjoy a great meal without spending hours in the kitchen. That is where Cirka is able to step in and deliver.

OTHER SERVICES

Integrated Asset Support

We deliver added value through an integrated service approach, combining the following key services:

INTEGRATED WASTE MANAGEMENT & SUSTAINABILITY CONSULTING

Services Include:

Dock / Waste Management	Waste Consultancy
Certifications Partnership (WELL, NABERS, Etc.)	Net Zero Partnership

CATERING SERVICES, FOOD DELIVERY + TENANT SERVICES

Services Include:

Retail Partnership / Cirka 88	Tenancy Catering / Event Services
Tea Room Service & Supply	Bespoke Private Event Catering
Individual Ready to Heat, Individual Portion Meals	

ANCILLARY SERVICES

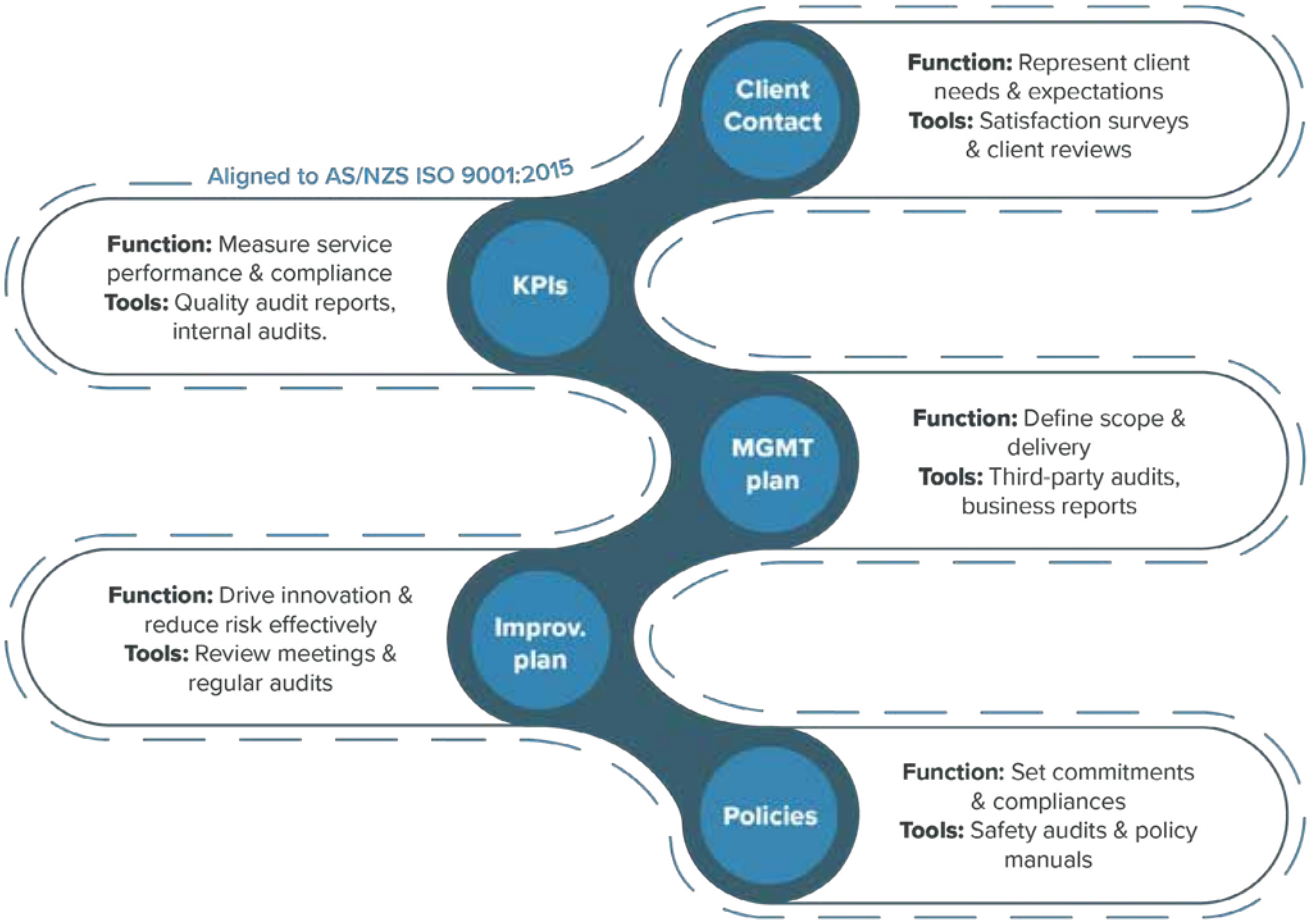
Services Include:

Porterage	Grounds Maintenance
Concierge Services for Tenants, Retailers	Residential & Accommodation Cleaning
Hygiene	Pest Control

QUALITY ASSURANCE

We put care at the core of our operations.

Our commitment to delivering consistent quality is complemented by a robust safety-first culture and the integration of responsible environmental practices. Through comprehensive training programs, audits, and a continuous improvement framework, we reduce risk, lift service outcomes, and minimise our footprint across the business.



QUALITY

Cirka has obtained ISO 9001: 2015 – Quality Management Systems, ISO 14001: 2015 – Environmental Management Systems, and ISO 45001: 2018 – Occupational Health and Safety Management Systems.

ISO Standards gives Cirka internationally recognised certification across the quality, environmental impact and general workplace safety within our management systems.

Cirka brings unrivalled ESG expertise to clients.

ENVIRONMENTAL MANAGEMENT SYSTEM

Our Environmental, Social, and Governance (ESG) strategy is integrated into the core of our business through a self-regulating model, to create shared positive outcomes for our clients, partners, supply chain, and the community.

It is a fundamental principle that is used to establish each step taken from our business.

Having been delivering cleaning and associated facility services for over 37 years, we now aim to extend our scope of impact by incorporating environmental and social sustainability into our business practices.

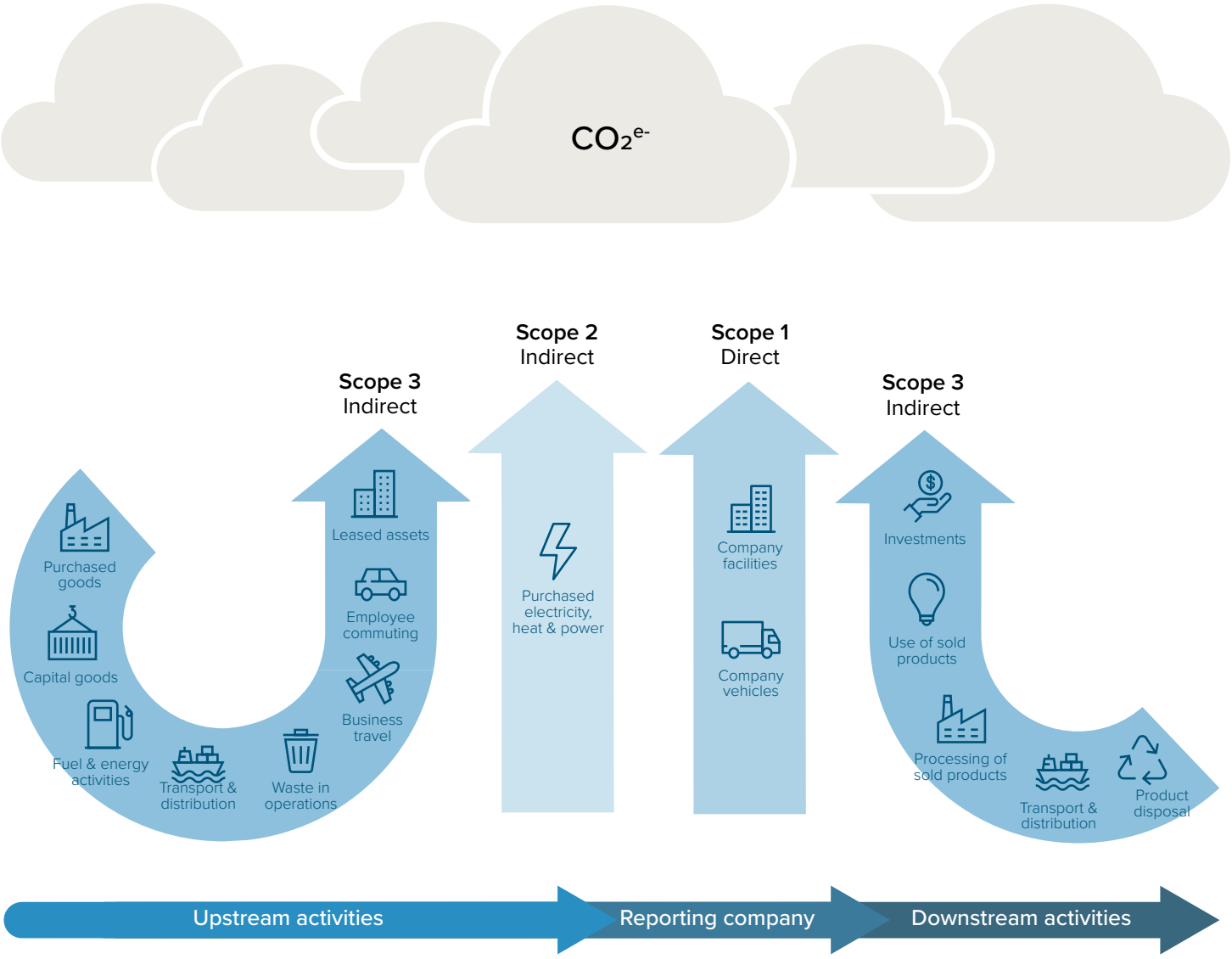
1. GHG emissions
2. Waste
3. Energy
4. Resource management
5. Systems & operations
6. Culture & capability
7. Partnership & value chain
8. Community contribution
9. Leadership & vision
10. Risk management
11. Stakeholder engagement
12. Reporting & presentation

NET ZERO PLANNING

Net Zero by 2030

Our strategy is built on twelve key focus areas. Each focus area contains a set of commitments we can measure, verify, and report on in line with global reporting standards.

To do this Cirka must balance the needs of its service delivery with the impact on the surrounding environment. Cirka is proud to have made a science-based target initiative (SBTi) commitment to reach net zero greenhouse gas emissions by FY30.



SOCIAL IMPACT

Social

Cirka is committed to supporting the community. We have been increasing our social impact through a national charity partnership, our Reconciliation Action Plan (RAP), creating employment pathways and supporting access to education.

Key focus areas are:

- First Nations Strategy
- Charitable Endeavours
- Community Engagement

Reconciliation Action Plan

- Increasing representation of First Nations-owned businesses within our supply chain through our Supply Nation membership.
- Educating staff on First Nations Culture.
- Aligning with First Nations employment agencies to improve First Nations representations within our workforce.

Visit our RAP Innovate: https://cirka.com.au/esg/social-impact/

Title: Tali at Kalipinpa **Artist:** Benisa Marks

Cirka is honoured to use this artwork on the cover of our RAP. In this painting Benisa tells the story of big rock hole in the sand hills in her country Kalinina. Kalininoa is located 400 km west of Alice Springs near Kintore. This is the country of Benica's father It is at Kalininns where you will see a sacred soak This soak is very significant to Benisa's Dreaming.

Social Impact

Western Chances

Western Chances and Cirka share a commitment to promoting long term outcomes for young people and believe that talented and motivated young people facing financial barriers in Melbourne's western suburbs should be given equal opportunity to fulfil. Cirka has been partnered with Western Chances since September 2023

Cirka committed to an initial 12-month agreement. Cirka extended this agreement, agreeing to a further 3-years from 1 September 2024 – 31 August 2027. Since commencing this partnership, Cirka has supplied 9 internships through the Western Chances Program. Cirka has since supported interns beyond the program through ongoing employment opportunities, with 3 interns taking this next step.

Cirka has committed to funding 21 student scholarships to support their educational essentials, take part in engagement and volunteering opportunities, and contribute $100,000 in further support to the Western Chances.

2025 Western Chances Three Peaks trek

In April 2025, Cirka employees took part in the 22km Three Peaks Trek. Hosted by Western Chances, several corporate teams were able to get involved to raise a collaborative $90,000.

KEY FACTS

- $100K Contributed for Education Support
- 4 on-going employment opportunities
- 10 internships hosted

SOCIAL IMPACT

On Us - Australian Childhood Foundation

The Australian Childhood Foundation (ACF) as a part of the On Us: Australian Business Coalition for Safeguarding Children and Cirka have recently entered in a new partnership.

As a company operating in the service industry, Cirka is committed to enhancing our supply chain and operations teams, recognizing the risks of modern slavery, child abuse and exploitation. A study from the On Us Coalition in 2023, found that 65% of businesses did not believe that child exploitation would not occur in their industry.

Recognising the inevitability of child and young people exploitation risks involved with every business, the On Us Coalition will further support Cirka is understanding child exploitation risks and join the network of business committed to safeguard children and young people.

Pancare - Par 5 Program

Cirka is proud to support the Pancare Foundation and begin a new membership as a part of the Par 5 Program. Par 5 is an exclusive business network that has been established by Pancare Foundation to create sustainable and scalable funding for cancer research. Pancare Foundation provides support to patients, carers and families impacted by upper GI cancer. Nearly 14,000 Australians are diagnosed with an upper GI cancer every year, and incidence rates are increasing. Cirka recognizes the importance of impact within and beyond our direct communities.

Cirka is keen to engage and network with like-minded businesses, hoping to generate further awareness and funding towards research projects into upper GI cancers.

Cirka is committed to supporting the broader community. Guided by our core value of "Care", we prioritise the safety, well-being, and health of our people and the communities we serve.

Habitat for Humanity

Our teams from Melbourne and Adelaide participated in a volunteering event in partnership with Habitat for Humanity International to commemorate International Women's Day. This initiative aimed to support women in our community who are facing challenging housing situations due to domestic violence and homelessness.

SUPPLIER CODE OF CONDUCT

Cirka is committed to ethical business practices, respect for people & the planet.

This Supplier Code of Conduct outlines the minimum standards we expect from all suppliers, subcontractors, and service providers in relation to legal compliance, human rights, health and safety, ethical business practices, and environmental responsibility. These expectations reflect Cirka's core values and commitment to responsible procurement.

What Suppliers can expect from Cirka

When working with Cirka, you can expect that we will:

- Comply with all applicable laws and regulations, policies and practices.
- Act with integrity and transparency, ensuring fairness and respect for workers and communities.
- Prioritize health and safety, aiming for zero injuries and providing a safe work environment.
- Protect the environment by applying sustainable practices and managing waste responsibly.
- Support our communities by engaging with local Australian suppliers and contributing to the local economy.
- Collaborate with suppliers to address ethical, safety, or sustainability issues and mitigate risks in the supply chain.

"Working with Cirka through the evolution of Collins Square has been an easy partnership. They are always on hand to assist and go beyond what is required. They bring innovative solutions and the entire team really believes in delivering a first-class service solution with a difference."

Chris White, National Portfolio Manager
Walker Corporation

SUPPLIER CODE OF CONDUCT

Expectations for Suppliers

We expect our suppliers to commit to the highest ethical and professional standards. When conducting business with Cirka, you should:

Legal and Ethical Compliance

- Conduct business honesty, integrity, transparency, and fairness, avoiding bribery, corruption, or improper payments.
- Adhere to all relevant laws, regulations, and industry standards in operations and supply chain.
- Not engage in any form of corruption, bribery, extortion or fraud.
- Disclose and manage any conflicts of interest that may arise in dealings with Cirka.
- Respect and protect any confidential, commercially sensitive, or proprietary information obtained through your work with Cirka. Suppliers must not disclose or misuse this information and must implement measures to safeguard it.
- Establish or maintain a grievance mechanism or whistleblower process to allow employees to report concerns without fear of retaliation.

Labour and Human Rights

Suppliers must uphold fundamental human rights, including:

Labour and Human Rights

- Treat all workers with dignity and respect, ensuring fair wages and benefits.
- Ensure workers are employed voluntarily and receive all legally required entitlements (e.g. superannuation, leave)
- Provide reasonable working hours, regular breaks, and lawful overtime pay.
- Ensure safe, hygienic working conditions and lawful employment practices.
- Uphold the right of employees to associate freely, including forming or joining unions or other organisations they choose.
- Comply with relevant wage, hour, and insurance laws.
- Diversity, Inclusion and Non-Discrimination
  - Suppliers must not discriminate against any worker based on age, disability, ethnicity, gender, marital status, political affiliation, race, religion, sexual orientation, gender identity, union membership, or any other status protected by applicable law.
  - Suppliers are encouraged to foster inclusive workplaces that promote equal opportunity in hiring, promotion, and treatment of workers, and to actively support diversity across their operations.

Modern Slavery and Forced Labour

- Prohibit any form of modern slavery, including forced, bonded, or indentured labour, and human trafficking.
- Comply with the Modern Slavery Act 2018 and similar legislation.
- Conduct due diligence to identify and address risks of exploitation or unethical labour practices within operations and supply chains.

Child Labour and Young Workers

- Suppliers must not engage in child labour and must not employ people who are below the legal working age in the country or legal jurisdiction in which they operate.
- Suppliers may offer legitimate workplace apprenticeship programs for educational purposes, provided they align with applicable International Labour Organization (ILO) standards.

Health, Safety, and Wellbeing

Suppliers must:

- Provide a safe, healthy, and hygienic working environment in compliance with relevant legislation.
- Comply with all occupational health and safety laws.
- Provide appropriate personal protective equipment (PPE) and training.
- Track, report, and investigate workplace incidents and hazards.

SUPPLIER CODE OF CONDUCT

Environmental Responsibility

- Suppliers are excepted to:
- Comply with environmental laws and regulations applicable to your operations.
- Minimize environmental impacts and maintain environmentally responsible policies and practises.
- Pursue continuous improvement of environmental practices, technologies, and systems.

Subcontracting and Supply Chain Transparency

Suppliers are expected to:

- Conduct due diligence to ensure your own suppliers and subcontractors meet these standards.
- Do not subcontract any work related to Cirka without written approval.
- Prioritise the use of ethical and environmentally sustainable products.
- Cooperate with Cirka in risk assessments and audits related to labour and modern slavery risks.

Monitoring, Audits, and Corrective Action

Suppliers must:

- Cooperate with Cirka's audits, inspections, or self-assessments to verify compliance.
- Provide access to relevant documentation and facilities.
- Develop and implement corrective action plans promptly in the event of non-compliance.

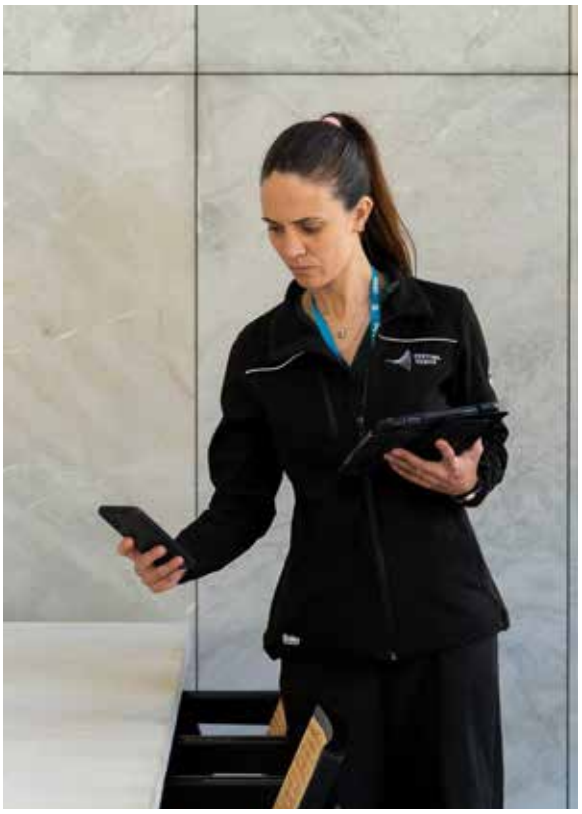
Implications of Non-compliance to the Code

Non-compliance with this Code may result in:

- Termination of contract.
- Suspension of business relationship.
- Removal from preferred supplier lists.
- Reporting to relevant authorities, where appropriate.

ACKNOWLEDGMENT AND CONTINUOUS IMPROVEMENT

By entering a business relationship with Cirka, suppliers acknowledge and agree to comply with this Code. Cirka is committed to working collaboratively with suppliers to build capacity, support continuous improvement, and drive best practices in ethical sourcing.



MODERN SLAVERY STATEMENT

Cirka is committed to protecting human rights.

At Cirka, we are committed to protecting human rights, upholding ethical labour standards, and ensuring our operations and supply chains are free from modern slavery, forced labour, and child exploitation.

We recognise the inherent risks of modern slavery within the cleaning services industry, particularly where subcontracting and vulnerable worker cohorts are involved. As we grow and prepare to meet our formal obligations under the Modern Slavery Act 2018 (Cth), Cirka affirms its role as a responsible business that goes beyond compliance to lead with integrity, transparency, and accountability.

We do this not because we have to, but because we believe it is the right thing to do. Acting ethically is core to who we are as a business and reflects the values we expect from our people, our partners, and our industry.

Our Promise

Cirka is committed to playing an active role in eliminating modern slavery in all its forms. We believe every individual has the right to work in conditions of freedom and dignity, and we are dedicated to fostering a culture of ethical leadership and shared responsibility across our businesses.

Matt Bond
Executive Chairman
Cirka

Thank you.
cirka