



## WELCOME,

I look forward to working with you and your teams to ensure you receive a high standard of customer service. A few things we need to go through:

### How to order your products

Please visit [www.childcare.cleaning](http://www.childcare.cleaning) to place your orders - this is a website just for the Earth Renewable range.

Once the order is placed, I will receive an email which will then be sent to your Area Manager to approve. Once approved it will be processed.

**It is as simple as that.**

### Are there minimum quantities for ordering?

Yes :

- The 750ml bottles need to be ordered as a carton (4 bottles per carton).
- The pails can be ordered in ones
- The pink hand soap ordered in cartons (3 x 5lt ).

This is reflected on the website..

### What type of spray bottles do you need to use?

The spray bottles need to be 750ml - this is what the dilution rate is worked out on when adding water to the product. These bottles are available through the website.

**The bottles do not come with labels so don't forget to order your labels as well.**



### How long will your order take to arrive?

Metro - 5-7 working days

Regional - 7 - 10 working days

\*\*\*Longer timeframes will apply if the item is not in stock).

### How do we ensure you don't run out of stock?

This is easy - check your stock regularly and ensure to keep minimum stock on hand requirements - **please refer to the minimum requirements attachment.**

I would recommend this is displayed where you keep the cleaning bottles to ensure this is adhered to.

I will also work with you to ensure your stock levels are good at all times.

**I have also made a stock check sheet that you can print out and use (in the Dropbox).**

### What is the life of the undiluted products?

2 years - this means you can keep good levels of stock without it expiring.

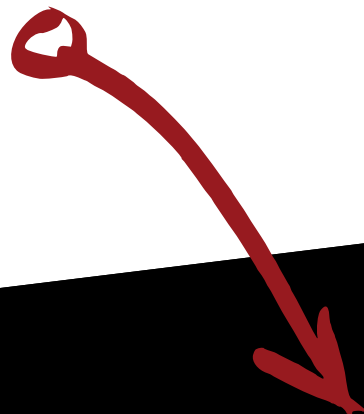
You need to ensure you use **FIFO** - first in first out - making sure the oldest stock gets used first.

### What is the life of the diluted products in spray bottles?

30 days for all products except for dishwashing liquid which needs to be refreshed at least daily.

### Who is your contact for ordering all your Earth Renewable cleaning products?

That will be me - my details are at the bottom of this page



Contact: Karen Burgess

0423 529 779

Website: [www.childcare.cleaning](http://www.childcare.cleaning)

Email: [support@thehelp2group.com](mailto:support@thehelp2group.com)

# MINIMUM STOCK ON HAND REQUIREMENTS



Germex  
1 carton



Air Freshener  
2 bottles



Neutral Floor Cleaner  
1 carton



Multi-purpose cleaner  
1 carton



Dishwashing liquid  
1 cartons



No Rinse Sanitiser  
2 bottles



Glass Cleaner  
1 carton



Laundry Liquid  
1 carton



Bathroom Cleaner  
1 carton



Dishwashing powder  
1 pail



Laundry Soaker  
2 pails



# FAQ SHEET FOR EARTH RENEWABLE

## Who is Earth Renewable?

Earth Renewable is a wholly owned brand of Solo Pak Pty Ltd. It is their venture into the world of Sustainable Green Chemistry which it is passionately embracing to move its Manufacturing and Product Systems towards safer, environmentally sustainable and more efficient practices

## Are the products safe to use?

8 products out of the range have been accredited under the Good Environmental Choice Australia (GECA). This means you can be sure that the product has been assessed to meet environmental, human health and ethical impact criteria.

**There are no harmful VOC's in any of the Earth Renewable range of products.**

## Are the products hazardous?

At the recommended dilution rate of 1:100, the Earth Renewable range (except for the No Rinse Sanitiser) is classified as non-hazardous (refer to section 2 Hazards Identification on each Safety Data Sheet)

The Laundry soaker and the Dishwashing powder are classed as hazardous chemicals.

**\*\*\*If the product is not used at the recommended dilution rate it than will become hazardous\*\*\***

## Does Personal Protective Equipment (PPE) need to be used when diluting and using the products?

**YES YES AND YES**

Please refer to each products SDS but at minimum staff to wear gloves - this can be found in section 8 Exposure controls/personal protection.

Please ensure you have the below PPE available:

- Protective gloves (that can go up to elbow height)
- Protective eye goggles
- Apron