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*CAPABILITY STATEMENT*

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QUALITY, CARE & PRIDE



## *The Best Ingredients*

*Founded with the vision to provide the very best service, TCLH delivers high quality catering, labour hire and camp management services to remote locations across Australia.*

To deliver the best, we need the best ingredients.

- The best people – experience, passion and care
- The best food – flavourful, healthy and high quality
- The best service – nothing is too much trouble
- The best value – quality does not have to cost the earth.

*Excellence in people,  
food and service.*

## *Table of Contents*

<i>COMPANY PROFILE</i>	<i>04</i>
<i>OUR SERVICES</i>	<i>06</i>
<i>CAMP MANAGEMENT</i>	<i>07</i>
<i>CATERING</i>	<i>08</i>
<i>LABOUR HIRE &amp; SUPPORT SERVICES</i>	<i>10</i>
<i>OUR PEOPLE</i>	<i>12</i>
<i>THE WAY WE WORK</i>	<i>14</i>



## *It's in the Detail*

*We have built a reputation of being the best in our field by taking care of the details.*

Quality, experience, a culture that fosters approachability, a smile and a genuine sense of care are the hallmarks of our service.

### *A home away from home*

Temp Chef Labour Hire (TCLH) was founded with a vision to provide service excellence to remote locations. We've leveraged our passion for food, quality and a responsibility for the long term health and well-being of people who work away to create a home away from home. We understand what it's like, we've been there ourselves – not just a day, but careers that have spanned years.

### *It's personal*

TCLH was founded by two highly experienced directors who remain hands on and accessible. We're not a multi-layered, multi-national; but specialists in what we do.

We have successfully delivered projects to the highest level, on time and on budget, while simultaneously raising the bar in service and client satisfaction. Today we have staked our place as a trusted, reliable and specialist service provider.

The scalability of our resources, combined with our tried and tested blueprints ensures we have the capability to deliver to various project specifications, whilst providing an agile and personalised service.

*From the boardroom to the field, we are meticulous in our planning and execution*

We have two offices strategically located in the Gold Coast, Queensland and Perth, Western Australia. The team at each state office are there to plan and provide the support and resources to our site teams so that they can deliver benchmark service levels. We're responsive, progressive and efficient. We believe in taking accountability and value strong two-way communications and reporting.

Collectively, we have years of hands-on management experience in the oil & gas, mining, construction, hotel and hospitality industries to deliver on project objectives. Our site teams are led by experienced professionals. Our camp managers and head chefs have more than five years' experience in equivalent senior roles and are well supported with the resources that they need.

## *A Return on Investment*

*We understand it can be the simple things that help with morale and aid staff retention.*

Our objective is to provide excellence that is not only commercially viable but makes sense in creating an environment that fosters a sense of belonging and pride.

Creating a healthy and happy workplace for our clients' employees, contractors and visitors is what we do and what we're good at – nothing is too much trouble and we're always willing to listen.

Our success translates to a win for our clients – a happier workforce can lead to increased productivity and efficiency; and ultimately better retention.

Our camp managers, chefs and camp attendants ensure site kitchen and camp operations run smoothly and efficiently, with an end goal of minimising downtime and maximising the overall well-being of teams.

*All the ingredients to work together*

We are collaborative in our approach and work together with our clients to set clear objectives that we hold ourselves accountable for.

Safety, customer service and passion are paramount to our business and operations, and we have the best people with the best experience to get the job done.

*If you care enough for your teams, then give them the best you can.*



## WHAT WE DO – WE DO WELL

### *TCLH delivers specialist services to the mining, oil & gas and construction sectors.*

Our core business is the provision of camp management, catering and labour hire services to remote sites in and around Australia. We are specialists in what we do and we focus on the delivery of high quality and consistent service.

### *Flexible contract models*

We have flexible contract models which allow us to be responsive to our clients' needs. We understand that every site is unique, and we can leverage our experience, resources and capabilities to extend our service to where it is needed - often going above and beyond when needed.

### *Core capabilities*

We deliver an integrated service which includes:

- full turn-key camp management and catering services
- labour hire of chefs, camp managers, housekeepers and kitchen hands
- camp supply, mobilisation and demobilisation services
- emergency support with 24/7 on call service
- staff coverage on annual or sick leave.

### *Diversity of experience*

We have managed and catered for camps of varying size and locations. Camps that we have serviced include:

- oil and gas drilling rigs
- exploration camps
- civil construction
- mining camps and villages.

We have a track record of servicing simple to complex projects in varying environments.

*What we do, we do well.*



## Camp Management

### *We are specialists in providing complete turn-key camp management solutions.*

Our camp management services cover a full scope of works including catering, logistics, deliveries, housekeeping and site maintenance. We can manage camps large and small, with our high level of service well suited to sites from 10 to 250 people.

We offer fully customised services which include:

- custom built team with 24 hour remote field and operations support
- a TCLH dedicated office covering client bookings, arrivals, departures, staff schedules, cleaning schedules, and camp and management reports
- office equipment and facilities, satellite phones, internet provided (where possible)
- daily fluid, water and fuel management accompanied with reports as required
- the servicing of rooms which includes cleaning, laundry such as uniforms washed, folded and returned to rooms
- bedding change, fresh towels, deep cleaning of rooms
- full catering and dietary management including all meals for the day and for crib fridges
- stations for tea and coffee, juices, milks and cordials available in mess areas at all times.



### *Housekeeping – we make it a career*

The quality of our service and the relationships we build with clients is reflected by the excellence of our teams. Our camp attendants are carefully recruited ideally from hotels and resorts. They are trained and supported; and we maintain procedures and reports to monitor our performance.

It's unconditional – all our staff are friendly, approachable and really care. It's the small touches that we love to do ... like a chocolate on a pillow or turning on the air before an arrival.

### *THE VITAL INGREDIENTS*

*Experienced and dedicated teams  
Meticulous food safety and quality  
Genuine pride and care*



## Catering

*We craft menus from fresh, seasonal and quality ingredients and deliver creative and well balanced menus – every day.*

Our love for good food comes from our founding directors. With meticulous attention to detail, our menus are designed by experienced and qualified chefs who have a true passion for healthy and delicious food.

We understand that the health and well-being of the people we serve every day starts with the quality of their diets. This in turn has an impact on their health and productivity. We also understand that there are differences in food choices, cultures, allergies and medical requirements. All common food allergies and dietary requirements including gluten free, vegan, vegetarian and more are catered for by our head and site chefs.

### *It's all in the ingredients*

We love diversity and continue to be inspired to create new and interesting menus which are nutritionally planned.

Where ever possible, we source local and seasonal produce. If we're near the coast for example, and a fleet has freshly caught seafood, we'll go straight to the boat. Likewise we'll use fresh, in-season produce and craft these into our menu.

Our menus are cyclic and frequently changed, with an assurance that no same menu is repeated during a 21-day cycle.

### *Health and well-being*

We design our meals to cover the five food groups to produce nutritionally balanced and portioned controlled meals. We always have salads and healthy options. We understand the importance of the role that food plays at each site, and we take the time to design and develop the best menu plans and get continuous feedback.

Food safety and hygiene play a critical part in our preparation and the way we serve.



### *Live. Eat. Enjoy*

TCLH provides full catering and dietary management services. We can provide three main meals per day, hot and cold buffets (breakfast, crib lunch dinner & optional dessert) and freshly prepared portion-controlled meals labelled and dated, available in a crib fridge daily.

### *We just love good food!*

If we're hosting a BBQ, all steaks will be individually cooked to order – and maybe with a touch of red wine jus. The steaks are more likely to be hormone free and grass fed – it's quality over quantity.

If its seafood, if we can, we'll get it straight from the boat or from small local suppliers. We believe nothing tastes better than fresh, and sourcing locally when available helps us maintain this.

### *Join us*

We tailor our menus to the site's conditions and budgets.  
An example of a cyclic buffet dinner menu:

**Friday:** Local battered reef fish, local grilled Barramundi, crumbed calamari, chips, mushy peas, Caesar salad, rustic Greek salad, fresh lemon, tartare sauce & condiments

**Saturday:** Grass fed beef patties, Nando's grilled chicken breast, chips, homemade brioche buns, bacon, caramelised onion, burger & salad bar, siracha mayo, garlic aioli, smokey BBQ sauce

**Sunday:** A roast or two, pumpkin soup, roasted seasonal vegetables and potatoes, Yorkshire puddings, gravy, freshly baked bread and condiments to accompany

**Monday:** Beef Rogan Josh, slow-cooked lamb shoulder korma, sagaloo potatoes, pilau basmati rice, home-made garlic naan bread, raita, mango chutney, lime pickle, creamy potato & spinach salad

**Tuesday:** 300g Porterhouse steak (cooked to order), beef schnitzel, steamed vegetables, wedges, mushroom sauce, pepper corn sauce, Dianne sauce, home-made garlic bread

**Wednesday:** Original recipe chicken pieces, wicked wings, creamy mash potato, gravy, homemade dinner rolls, coleslaw, buffalo hot sauce, garlic aioli and condiments to accompany

**Thursday:** Tofu & fish noodle laksa, beef & sweet potato Penang curry, homemade spring rolls, coconut rice, papaya salad.



## Labour Hire & Support Services

*We have built a reputation around our quality, approach and commercial offering.*

We apply the same service levels to the support services that we can offer through our labour hire contracts. Our on-demand fly-in fly-out (FIFO) teams can provide permanent, on-call and emergency resources to sites.

We have professional, qualified and trained camp chefs, kitchen hands, housekeepers and managers on hand to get the job done safely and efficiently, minimising downtime and maximising productivity on site.

We have flexible contract arrangements that can cover short and long terms and we can cater for projects of varying size, complexity and type of sites including drilling and exploration rigs, mobile camps, construction, mining and large-scale villages.

Our staff are experienced in working in remote locations and are supported with on-going training so that we can mobilise a team quickly.

### Chefs

All chefs undergo extensive interview stages, pre-employment screening, through to ongoing training, inductions and up-skilling.

They are fully qualified, with at least five years of post-trade experience in senior management or head chef positions, within remote industries.

### Camp Managers

The most capable individuals in the field, our camp managers are your first point of contact onsite to ensure everything runs smoothly and efficiently at all times.

Our camp managers are there to provide round the clock support, managing onsite crews, and overseeing our high levels of food service and room maintenance.

### Camp Attendants

Hand-picked from an extensive pool of housekeeping and grounds maintenance personnel, our camp attendants work to exceptionally high standards of cleanliness and care, taking pride in all aspects of their role.

We are able to offer camp attendants, housekeepers and grounds-maintenance staff to cover diverse sites and locations.

### Other

We can provide resources as and when needed. We have provided emergency labour hire to help mobilise camps providing staff to assist in logistics and transport, outdoor cleaning and maintenance, facilities management and general project management locations.

## Case Study – WBHO Infrastructure

WBHO Infrastructure needed to establish a 44-person road construction trailer mounted camp in Wyndham, a remote area in the Kimberley region of Western Australia.

Ten days before it was due to mobilise its team, its camp provider informed the company it was no longer able to fulfil the catering and cleaning scope.

WBHO contacted TCLH with an urgent request to assist. TCLH was able to mobilise to site within 10 days. On arrival the camp was under construction and inhospitable; however we took control, arranging subcontractors to resolve plumbing, electrical and general maintenance issues.

*“Within five days after TCLH’s arrival, we had our team settled and fed – a total turnaround of 15 days. This was an excellent achievement under trying conditions. TCLH’s staff are competent, and part of our team. The food is exceptional, with particular dietary requirements catered for. I complement both Craig and Lucy, for the professional manner in which they run their business.”*

*WBHO Infrastructure Senior Project Manager  
– Greg Mengel.*



# OUR MOST IMPORTANT ASSET

*TCLH takes pride in having the best ingredient – our staff.*

We take the time to recruit well and train. Every member of our team is supported with continuous training and mentoring, with a specific focus on safety, customer service and leadership development.

We ensure all safety inductions, certificates and site-specific inductions are completed and up to date at all times. It is our belief a more educated team leads to a safer, more conscientious work environment that is beneficial to all.

## *Training*

We start with stringent recruitment processes. Once on-board, we continue to upskill our team and support them through their accreditations. TCLH staff will have the required qualifications relevant to their specific role including:

- first aid & CPR
- current national police check and clearance to work
- pre medical, drug and alcohol test when required
- full manual driver's license
- 4wd off road driver training and tickets
- construction white card
- Commercial Cookery Certificate 3 qualifications
- food safety supervisor accreditation
- mining, oil and gas, and exploration site specific inductions including BHP, Origin and Santos Energy
- TCLH in-house training and industry development.

## *Delivered with integrity and a smile*

We have built a team of not only qualified personnel but a team that have a high sense of excellence, service and accountability. They all have a sense of value in what they deliver and know how important their jobs are in creating an environment that is safe and enjoyable.

## One Team, One Culture



## *We believe in good people, service excellence and great food*

Key to our success is our people and the culture that we nurture. It is through our people that our company continues to grow and how we maintain our reputation as the best in the industry.

Safety and family are at the core of our culture. We encourage our teams to work with integrity and have the courage to innovate, grow and be accountable.

## *We believe in hard work, good ethics and a positive attitude*

Our employees motivate each other, believe in each other and drive positivity and together they form a successful team that is continually kicking goals.

## *TCLH CARES*

Our values guide the way we work, providing the foundation integral to the way we do business.

### *COLLABORATIVE*

- We work together

### *ACCOUNTABILITY*

- We take pride and responsibility for our work

### *RESPECT*

- We value integrity and respect diversity

### *EXCELLENCE*

- We go above and beyond

### *SAFETY*

- We take care of each other



## Leadership. Systems. Execution.

*We have a high attention to detail which extends to the way we recruit, how to get the best of everything and manage it.*

- **Recruit:** The quality of our people starts with the interview process and continues on with on-going training and mentoring
- **The best ingredients:** Great food starts with exceptional ingredients
- **Manage:** Our schedules, processes and systems that have stood the test of time and have set the blueprint for execution.

### Leadership + Systems

Leading the TCLH team is an experienced management team respected as professionals who take a hands-on approach and set the example. We are a growing company that has invested in innovation, systems and technology to support the continuous improvement in efficiencies and in the consistency and reliability of service.

Our systems and processes are fundamental to providing integrity, transparency and control in everything we do.

Our internal processes and systems can be integrated with our client's specific requirements, enabling us to work collaboratively in a streamlined partnership.

### Food Safety Program

We manage the procurement and service of food to standards beyond best practice. We understand that we need to underpin this with ongoing training and stringent programs.

In place, is a fully documented Food Safety Program which details every facet of food handling and management including how we control and monitor food; prepare, transport and store food; and manage safety hazards associated with food handling from the receiving through to food service.

Each and every one of our food handlers are fully trained in our rigorous food preparation process and comply with our documented Food Safety Program and supporting documents.

### Policies and procedures

We have a strong belief in the importance of providing a safe work environment that protects the health, safety and welfare of our employees, our client's personnel and all visitors on site.

Safety is a core value at TCLH and our number one priority. Nothing matters more than the safe return of every person from our remote sites to home.

To support our commitment in safety is our Work Health & Safety Policy which focuses on:

- providing written procedures and instructions to ensure safe systems of work
- ensuring compliance with legislative requirements and current industry standards
- ensuring workers have been trained in the safe performance of their assigned tasks
- providing information, instruction, training and supervision to workers, contractors and customers to ensure their safety.

Our Work Health & Safety Policy is aligned with industry best practices and we regularly consult with our clients' elected Health and Safety Representatives on any workplace changes that will affect the health and safety of any of its workers.

Also in place are policies which include:

- drug and alcohol
- driving and journey management
- fit for work
- fatigue management
- workplace discrimination
- social media
- bullying and harassment
- hazard awareness.

### Supporting business systems

Our objective is to provide consistent and reliable services that meet or exceed project objectives. We remain agile and responsive to the requirements of our clients and have in place systems to deliver consistencies.

They include:

- Cloudbeds – industry-leading hospitality management software that enables full control and management of bookings, beds, sites and staffing. It is also a CRM (Customer Relationship Manager) and reporting system providing real time control
- Deputy Rostering – an online, easy to use management system that enables scheduling, time clock and attendance management, tasking, workplace communications, shift management and performance management
- Autonomous employee certificate and qualification renewal notification systems.

### Corporate responsibility

We manage our business in a professional and ethical way. We have a code of ethics that sets clear standards in the way we work and the moral ground that we are all bound to. The code of ethics underpins our social, ethical and environmental commitments and sends a powerful and compromising message to our teams.

TCLH has been a long standing member in the communities in which we operate in. We give back to local schools and share our passion for food and service through programs such as cooking lessons for local children. We will send homemade goods to help communities and ensure that excess produce is shared safely. We will work with the traditional land owners of the sites in which we operate and will invite them to dinner to share in our friendship and work.

We have a deep respect for the environment from which we produce our food from. We have a shared desire to reduce waste and conserve our valuable resources such as precious water and energy.





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## THE BEST INGREDIENTS

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