

Workplace Incentive Pty Ltd. T/A 3 Minute Angels

Statement of Capability



About Us

We are

- Australia's largest massage company and we have delivered over 3 million massages since 2002
- Angelic by name and nature
- 100% Australian-owned
- Support charities across Australia
- Train all staff in-house to use our Halo Massage technique
- Are managed by the founding Angel – Andrew Ward

We believe

- Everyone deserves a pleasant surprise
- That you can transform through the medium of touch
- Innovation and engagement are the key to a healthy workplace
- Massage should be de-mystified and spread to anyone who wants to learn
- Angels make heaven on earth

We Offer More Than Massage...

You get something more than a massage when you get 3 Minute Angels at your workplace or event. It is a tactile experience that forms between the recipient, the Angel, the massage process, the environment and the information being delivered by the Angel. Companies can take advantage of our service to influence or promote messages to their key markets in a novel and personal way.

Massage Benefits

3 Minute Angels' signature Halo™ Massage is a seated 5-minute neck and shoulder massage. It is non-remedial and uses no oils.

It targets areas that hold tension in the neck and shoulders and, in doing so, helps to alleviate stress, fatigue and soreness.

Not only does massage provide benefits to an individual's physical health, but massage has also been shown to aid the recipient's mental and emotional wellbeing. The person-to-person contact involved in 3 Minute Angels' Halo Massage helps to release natural 'feel-good' chemicals in the body such as endorphins, serotonin and dopamine.

The Halo™ Massage provided by 3 Minute Angels is covered with a \$20 million public liability policy.

For more information please see

<http://www.3minuteangels.com/TheHaloMassage/553/n/3/0/0/>

Our Products

Product	Description	Price
Halo Massage	Our signature 5-minute, seated, neck and shoulder massage relieves tension holding areas and is the perfect mood-transformer.	\$88 / hr / Angel
Double Halo Massage	We all know that if 5-minutes of massage is good then 10-minutes is twice as good. Our Double Halo is a 10-minute, seated neck and shoulder massage that everyone loves because	\$88 / hr / Angel
Hand Halo	The Hand Halo Massage is as the name suggests - hand massage. It is 5-minutes in length, requires hand cream and reduces RSI risk.	\$88 / hr / Angel
Stress Buster	This product is a combination of the Double Halo and Hand Halo and is 15-minutes in length. It is the ultimate personal indulgence for each recipient. Commonly used in small offices and at Hen's parties.	\$88 / hr / Angel
Celestial Massage	Our premium product that provides Full Body Massages under another sister brand – Angel Massage. The massage will be carried out using a massage table. Specialised oils and own towel will be provided.	\$149 / 1-hr Full Body Massage
Conference Package Rates	Having a conference can be tricky when the breaks and lunches are too short for Angels to accommodate everyone. That's why 3 Minute Angels offer a discounted package if you wanted our Angels to stay for the whole day or half day through your conference.	
<ul style="list-style-type: none"> • Please note all prices exclude GST • Actual prices may vary depending on late booking fees and travel • 2-hour minimum call out for Halo Massages • 110% Satisfaction Guarantee • Price Match Guarantee 		

Why We Deserve Our 100% Safety Record

First of all, we do not treat people for injuries at 3 Minute Angels; in fact we don't provide treatments. 3 Minute Angels only provides relaxation massages – we don't do deep or long processes.

Before each massage we get '**informed consent**' from each recipient.

This is done by advising the recipient in the following way: "we are offering a seated, 5-minute neck and shoulder massage. Would you like one?"

Before each massage we **check for injuries**.

This is done by asking: "do you have any neck or shoulder injuries that could be antagonized by receiving the massage?"

The response from each recipient allows us to proceed or move on. If we are proceeding we ask **each recipient to sign the worksheet** of the Angel providing the massage. (A copy of the digital worksheet is found in appendix 1).

Before each massage we determine a '**pressure scale**' suited to each recipient.

This is done by advising the client in this manner: "Great, I'm going to use a pressure scale where 0 is no pressure and 10 is way too much, and 5 would be perfect for you. Please let me know if I go above 5".

This puts the pressure on a scale rather than being subjective and improves the quality of the massage delivered.

Throughout the massage we **check the pressure** is appropriate three times.

Before the massage begins we ask the recipient to indicate with an 'A' how they feel on a '**mood scale**' and again after the massage to indicate with a 'B' how they feel.

Digital and Paper Worksheet

3 Minute Angels, pioneer in mobile massage is now also a pioneer of integrating technology and adding 7.5 minutes of your life through massage.

Our Angels now uses iPad minis to gather 'informed consent' and mood scale before and after the massage plus a special video that plays while the Angel is giving the massage. The video will help the recipient relax while being massaged, develop 4 different kinds of resilience and add 7.5 minutes to their life. Best of all, recipients can send thanks to the massage organizer (company, key contact or massage sponsor) with the option of writing a personal message of thanks.

This new program can generate concrete reporting system for the statistics and feedback program for our Halo Massage. These reports will be sent to the client for reference on the outcome of their booking along with the gratitude messages the recipients.

The digital worksheet is not in any way associated with the booker nor is the company the booking was made for. The data collected will be used for record keeping purposes for insurance references.

See Appendix 1.

On instances where the Angels (or our contractors) are not able to use an iPad for the Digital Worksheet, they will be using a paper worksheet. See Appendix 2 for reference.

The same process goes with the paper worksheet. Massage recipients will be asked of prior injuries and they must write their initials to confirm their consent to receive the massage.

Massage Design

3 Minute Angels massages were designed to be the 'McDonalds of Massage'. The process has just 10 simple steps to relieve tension-holding areas. We use the techniques of 1) kneading 2) applying small circles of pressure, and 3) lateral pressure to the muscle groups of the neck, shoulders and upper back.

The massage process was designed by Chris Chin who was the Director of Studies at Australasian College of Natural Therapies (ACNT) at the time.

Process of Massage

Whilst the massages manipulate the soft tissues in the recipients' shoulders and neck, the use of the pressure scale removes the risk of injury. We also teach Angels to only use their hands and never to use elbows, which may be used to apply too much pressure.

Recruitment

Whilst 3 Minute Angels does not require all staff have existing massage qualifications, most people who want to do the job of an Angel do. We focus on getting people-people who we can train to give a safe 5-minute massage rather than getting therapists and teaching them personality.

Our processes for recruitment focus on four key areas and give equal weight to each. The assessment is known internally as the SAHA scale.

S – Salesmanship

A – Attitude

H – Halo Massage

A - Appearance

This assessment criteria allows us to employ more rounded Angels who give a great overall experience.

Certification and Induction

Each Angel is taught the Halo Massage process by a qualified massage instructor such Chris Chin.

This course then certifies them to provide the Halo Massage in accordance with our guidelines. Each Angel is required to pass a physical and theoretical competency test with 100% in order to qualify for their certificate.

First (Neeph) Shift

Prior to starting with 3 Minute Angels all people are known as 'mortals'. When they have completed their massage training they are known as 'Neephs', which is reference to the name given to a half-bred human-Angel. All Neephs are supervised by an existing Angel on their first shift and assessed by the supervisor.

Once they have proved themselves in-the-field competent as well as theoretically competent we promote them to 'Cherubs'.

Ongoing Training (Cherub and Angel Development)

Once inducted all staff are known as Cherubs. As a Cherub they are required to sit six weekly examinations of their massage. After they have completed these massage assessments and further training in

supervising, sales and promotional skills they can be promoted to the rank of 'Angel'.

All 'Angels' can engage in further skills development within the company online learning environment. (Please see appendix 2.)

Coverage

3 Minute Angels provides employs all staff and compulsory workers compensation in each state is provided (please see appendix 3)

3 Minute Angels is covered for Public and Products liability up to \$20million dollars (please see appendix 4)

Please note that the current year policies can be sent direct to you by request to sales@3minuteangels.com

Booking Terms and Conditions

Workplace Incentives agrees to provide the Services (Massage and Marketing) to the Customer according to our Pricing Schedule included on the Customer Invoice.

Workplace Incentives agrees to provide Massage and Marketing Services on behalf of the Customer to Recipients.

Workplace Incentives has implemented appropriate insurance coverage and systems and procedures to deliver a high quality Service. If service quality is an issue Workplace Incentives and 3 Minute Angels has Guarantees in place (please see website for more detail).

Workplace Incentives accepts all reasonable liability in the provision of the Service and indemnify the Customer from liability related to the provision of the Services.

We require a minimum of 7-days* notice to guarantee availability of required Angels.

Minimum booking times:

- 2 hours minimum per visit;
- 5 hour minimum per booking for a corporate or office massages; and
- 2 hour minimum per visit and 2 hour minimum per booking for - hens, bridal, party, or any other kind of events.

Bookings which finish or start on or between 12am (midnight) and 7am will incur a Late finish/start booking fee of \$33 per Angel.

Bookings made within 7-days may be charged a late booking fee of an additional 20%.

*At the discretion of 3 Minute Angels Management a booking may be taken within 7 days notice - a 20% late booking Fee will be charged additionally for this service.

Payment

Payment is required by confirmation date, i.e. 7 days before doing the work.

Cancellation

We require 2 days (48 hours) notice of cancellation; otherwise a 25% cancellation fee will be charged. If you cancel inside one day (24 hours) a 50% cancellation fee will be charged. All due effort will be made to accommodate a 'change of date' request which will incur no charge provided the 48 hours notice is given. A 'change of date' will be treated as a new booking and is subject to standard notice requirements.

Service charges

3 Minute Angels hourly rate, as quoted on the booking form, is for up to 10 people being massaged per Angel hour worked. Angels will make every effort to massage the numbers of staff quoted in the required time period and where possible, any additional people on the day.

However 3MA cannot be held responsible for fewer massages completed due to the recipients not being ready or Angels having to travel between offices/floors/buildings etc.

Time extensions

Where the need/desire arises for Angels to continue beyond the booked time and the Angels are available to do so, they will do so provided authorisation has been granted. The minimum time extension is 30 minutes. Time extensions will be invoiced separately and require payment within 7-day of invoice being issued.

Authorisation

You must indicate on the booking form if and how authority is to be granted for Angels to carry on over the booked time, Options are:

- CR (at Clients Request) - The Key Contact must authorise Angels to continue.
- 3MA - Angels must check with 3MA Management before,
- NA - Not Available.

Where authorised time extensions have been worked, 3MA will resend an amended invoice to account for the extra time. If payment has already been processed we will issue an additional invoice for the extra time worked. Payment is required within 7 days.

Travel Time

If the journey from the CBD to the location of the job is likely to exceed 45 minutes (one-way), 50% of the quoted rate will be charged for the travel time. Travel time is calculated using the times published in www.131500.com.au, www.metlinkmelbourne.com.au, www.translink.com.au This time will be calculated according to published public transport schedules. We will be as flexible as possible with this charge, but must make sure our Angels travel time and costs are covered. The standard industry rate is 70%.

Punctuality

We will make all efforts to be punctual both with our start and finish times of the booked appointments. We request the same of our clients. We understand the workings of the modern corporate office and that not all appointments run precisely to time. If individuals are unavailable to be massaged within the booked time, our Angels will seek direction from the Key Contact and/or offer their massage to other members of staff.

Payment Terms

3 Minute Angels Terms of Payment are as follows:

- Payment is requested on Confirmation of booking and is required to complete a booking
- Jobs are not released into the system or guaranteed until payment is confirmed.
- Jobs must be paid at least 7 days prior to the booking, or they will be cancelled.
- We prefer BPAY or credit card payments. These are easily made through our internet payment gateway - attached to the

customer invoice received via email. All payments must be made no later than 7 days prior to the first job.

- We do NOT accept payment by cheque.
- GST is added to all rates quoted. Rates quoted are therefore GST Exclusive.

Our preferred method of payment is by BPAY or Credit Card using our Internet Payment Gateway (IPG).

Appendix 1.

Mood Scale

Home Messages (1) Details Privacy

How do you feel?

Very Stressed Stressed OK

Happy Very Happy Divine

Informed Consent

Home Messages (1) Details Privacy

Are you injury-free? Yes

What's your name?

Do you consent to receive The Halo Massage?

your-email@domain.com

Your email is our confirmation. [next](#)

Give extended consent.

Sales Admin

Thank You Message

Home Messages (1) Details Privacy

Thanks for organising my massage

Rose Pangan

satya@3minuteangels.com

Thanks for organising the massages, they were much appreciated.

[no thanks](#) [give thanks](#)

Appendix 2.

Name:	Date:	Start Time:	Total Hours	Total #HM
Supervisor:	Company/Event Name:	Finish Time:	Total Leads	Time Ext? Y / N

- FOLD BACK HERE -

3 Minute Angels					MOOD SCALE (A to B)						MORE INFO
Q/Message:											Your Feedback SMA / WI Product Interest Your Email for our Newsletter?
#	Q	M	F	INITIALS	VERY STRESSED	STRESSED	OK	HAPPY	VERY HAPPY	DIVING	
1											
2											
3											
4											
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6											
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Information Request:

1. Name:	2. Name:	3. Name:
Phone:	Phone:	Phone:
Email:	Email:	Email:
Interest:	Interest:	Interest:

- FOLD BACK HERE -

<p>Injuries</p> <p>1.....</p> <p>2.....</p> <p>3.....</p> <p>4.....</p> <p>5.....</p> <p><small>* Please remember to mark the injury number next to your recipient's initials</small></p>	<p>Important Communications:</p> <p>Angel to Supervisor [1 hr before] On your way. If late – call Acct Manager and Angel Supervisor. Make up for the time you are late. If Sick – Please find replacement. If issues Call 1300 882 022 at least 24 hrs before the shift.</p> <p>Angels Report Shift Data within 24hrs:</p> <p>How do you feel after your shift? What was your Upsell and Cross Sell? Good, Bad, Better for your shift. Leads Best Thing for the Day:</p>	<p>Supervisors Report in your Shift Data:</p> <p>Were all Angels:</p> <ul style="list-style-type: none"> - on-site 15mins before start? - prepared for their shift? - polite, professional & happy during the job? <p>Was there any missing shift information? Were there any delays during the shift? Did the Onsite Contact get a message? Was the Onsite Contact happy with the job? Would the Client like to Rebook?</p> <p>Gift Certificate Number..... (Please Attach GC to your worksheet)</p>
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I declare that I have attended to and read all company correspondence in the week preceding this shift. I declare that I have completed all necessary Corporate & Event Competency Tests and in doing so am eligible to do Corporate/Event work. I declare that the information stated is true and correct.

Angel Signature: _____ Supervisor's Signature: _____

Appendix 3

Courses You are logged in as [Andrew Ward \(Logout\)](#)

[MyLearning](#) > [Course categories](#) Turn editing on

Course categories

- Angel Courses**
 - Neephs - Online Review i
 - Cherub Development i
 - Angel Development i
- Advanced Angel Courses**
 - Advanced Angel I - Internal Focus i
 - Advanced Angel II - External Focus i
 - Arch Angel Development i
 - Mahariels i
- State Management Courses**
 - Satyas test i
 - Site Visitor Knowledge Bank i
 - State Operations Manager i
 - Jophiel ArchAngel i
 - Ambriel ArchAngel i
 - Akriels - Finding and keeping great staff i
 - State Management Resources i
 - Georgie's resources while overseas i
- National Management Courses**
 - Sales i

Appendix4.

NSW –



Xchanging Integrated Services Australia Pty Ltd
Agent for the NSW WorkCover Scheme
PO Box Q1462 QVB Post Office NSW 1230
Level 2, 201 Elizabeth Street
Sydney NSW 2000
ABN 83 564 379 108/008

Telephone: 02 8667 9950
Facsimile: 1300 723 420
Email: info.nsw@au.xchanging.com
Website: www.xchanging.com.au

CERTIFICATE OF CURRENCY

Friday, 19 September 2014

WORKPLACE INCENTIVES PTY LTD
PO BOX 705
ALEXANDRIA NSW 1435

Dear Sir or Madam,

1. STATEMENT OF COVERAGE

The following policy of insurance covers the full amount of the employer's liability under the *Workers Compensation Act 1987*.

This Certificate is valid from 31/07/2014 to 31/07/2015

The information provided in this Certificate of Currency is correct at: 19/09/2014

2. EMPLOYERS INFORMATION

Policy Number 12965164
Legal Name WORKPLACE INCENTIVES PTY LTD
Trading Name 3 MINUTE ANGELS
Trust Name
ABN 66138781423
Trust ABN

WorkCover Industry Classification Number (WIC)	Industry	Number of Workers*	Annual Wages†
952920	PERSONAL SERVICES NEC	52	\$205,902

* Number of workers includes contractors/deemed workers

† Total wages estimated for the current period

3. IMPORTANT INFORMATION

Principals relying on this certificate should:

- Ensure it is accompanied by a statement under section 175B of the *Workers Compensation Act 1987*
 - Check and satisfy themselves that the information is correct and ensure that the proper workers compensation insurance is in place, i.e.
 - Confirm that the description of the industry/industries noted is appropriate
 - Compare the number of employees on site to the average number of employees estimated
 - Ensure that the wages are reasonable to cover the labour component of the work being performed
- A principal contractor may become liable for any outstanding premium of the sub-contractor if the principal has failed to obtain a statement or has accepted a statement where there was reason to believe it was false.

Yours Sincerely,

Adam Hocker
Assistant Underwriter
Xchanging - Agent for the NSW WorkCover Scheme
Phone :02 8667 9950 Fax: 1300 723 420



Certificate of Currency

1. Statement of coverage

The Accident Insurance Policy covers the full amount of the employer's liability under the *Workers' Compensation and Rehabilitation Act 2003*.

This certificate is valid from: 01 July 2014 to 30 June 2015

The information provided in this Certificate of Currency is correct as at: 08 July 2014

2. Employer's information

Policy number

WAB090924091

Employer name

Workplace Incentives Pty Ltd

Trading name

3 Minute Angels

ABN

66138781423

ACN / ARBN

138781423

3. Important information

Your workers' compensation insurance policy is current to 30 June 2015 and liability will be met, providing you lodge your wages information with WorkCover Queensland by 31 August 2014 and pay your premium by the due date.

A worker can make a claim for a workplace injury, no matter who or what caused it. This policy covers you as an employer for the cost of your workers' injuries.

For more information, please contact us on 1300 362 128 or visit our website at www.workcoverqld.com.au.

CERTIFICATE OF CURRENCY



Authorised Agent of the Victorian WorkCover Authority

1. STATEMENT OF COVERAGE

This employer is registered for WorkCover Insurance to cover its liabilities under the *Workplace Injury Rehabilitation and Compensation Act 2013* (and amendments).

This Certificate is valid from: to:

The information provided in this Certificate of Currency is correct at:

2. EMPLOYER'S INFORMATION

WorkCover Employer Number:

Legal Name:

Trading Name:

ABN:

ACN/ARBN:

Caterina Todarello
Policy Services Manager
CGU Workers Compensation (Vic) Limited
For and on behalf of the Victorian WorkCover Authority
A.C.N. 005 297 781
GPO. Box 2090S Melbourne VIC 3001
Telephone 1800 066 204
Fax (03) 8804 9406



Certificate of registration

Workers Rehabilitation and Compensation Act 1986 (the Act)

ABN 83 687 563 395

1. Statement of coverage

This employer is registered as an employer under the *Workers Rehabilitation and Compensation Act 1986* (the Act).

This employer is registered from: 04/12/2013

Date of issue: 09/12/2013

The information provided in this *Certificate of registration* is correct at the date of issue.

2. Employer's information

Employer number

26699701

Employer name

Workplace Incentives Pty Ltd

Trading name

Workplace Incentives - 3 Minute Angels

3. Important information

A Certificate of registration is issued in South Australia to certify that an employer is registered under the *Workers Rehabilitation and Compensation Act 1986* (the Act). This certification is for a continuing period until Workplace Incentives Pty Ltd ceases to be an employer who is required to be registered under the Act.

In other workers compensation jurisdictions in Australia, a Certificate of currency may be issued with an expiry date, as a policy of insurance is issued for a defined period. In South Australia this does not apply.

If there are any errors on this form, please inform WorkCover within 30 calendar days. If you do not do this, under section 76(6) of the Act a maximum penalty of \$5,000 may apply.

A copy of this certificate must be produced within 30 days where requested by a person authorised under Section 76(8) of the Act. A maximum penalty of \$1,000 under section 76(3) of the Act may apply.

A person who fraudulently alters a certificate of registration issued under section 76 of the Act is guilty of an offence. A maximum penalty of \$25,000 under section 76(5) of the Act may apply.

If you require any further assistance or information, please contact our Service Centre on 13 18 55 or by email to info@workcover.com

WorkCover Corporation of South Australia
400 King William St, Adelaide South Australia 5000
GPO Box 2668 Adelaide South Australia 5001

DX 660 Adelaide South Australia 5001
Email: info@workcover.com
ABN: 83 687 563 395

General enquiries: 13 18 55
TTY: 08 8233 2574
Facsimile: 08 8233 2990
www.workcover.com

EPCERTREG-883303020



WA



Wednesday, 11 December 2013

WA Workers' Compensation and Injury Management Act, 1981

Certificate of Currency

STATEMENT OF COVERAGE

The following Insurance policy covers the employers' liability under the *WA Workers' Compensation and Injury Management Act, 1981*.

Common Law limited to \$50M any one person and \$50M in the aggregate any one event

This certificate is valid from: 10/12/2013 to 10/12/2014.

The information provided in this certificate is correct at: 11/12/2013

EMPLOYER'S INFORMATION

Policy Number **WorkCover Number**
WWH0069325

Legal Name
Workplace Incentives - 3 Minute Angels

Trading Name
Workplace Incentives - 3 Minute Angels

ABN **ACN/ARBN**

Premium (Industry) Classifications
085390 Health Services N.e.c.

IMPORTANT INFORMATION

This policy does not indemnify the insured for any liability arising directly or indirectly out of Acts of Terrorism.

This policy commences and finishes at 4:00pm on the dates specified above.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Geoff Horton", written over a horizontal line.

Geoff Horton
Underwriting Manager - WA & NT

Allianz Australia Insurance Limited ACN 000 122 850 ABN 15 000 122 850
Perth, PO BOX K772, Perth, WA 6842, Australia
Ph: 1300 130 664, Fax: +61 (08) 64614744

Employers are required to ensure a valid certificate of currency is available for inspection at their principal office or place of business.

Policy No: WWH0069325

Appendix 5.



CERTIFICATE OF CURRENCY

In our capacity as Insurance Brokers, we hereby certify that the under mentioned Insurance Contracts are current as at 10 July 2014.

This certificate is issued as a matter of information only and confers no rights upon the certificate holder. This certificate does not amend, extend or alter the coverage afforded by the policy below.

CLASS: Public and Products Liability
INSURED: Workplace Incentives Pty Ltd T/as 3 Minute Angels
INSURER: Allianz Australia Insurance
POLICY NUMBER: 171A028339COM
EXPIRY DATE: 4:00pm on 26th June 2015
LIMIT OF LIABILITY: \$20,000,000 any one occurrence
\$20,000,000 in the aggregate in relation to Products Liability
GEOGRAPHICAL LIMITS: Australia Wide

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Sarah Adolpha', is written over a white rectangular area.

Sarah Adolpha
Account Broker

NOTICE TO OUR VALUED CLIENTS

Clients who are not fully satisfied with our service should contact our customer relations/complaints officer, Ms Katy Bradshaw (phone 02 8274 8109).

GSA Insurance Brokers also subscribe to the Insurance Brokers Dispute Limited (IBDL), a free customer service, and the General Insurance Brokers Code of Practice. Should you require further information please do not hesitate to contact our office.

PO Box 101,
Grosvenor Place NSW 1220

Tel: +61 2 8274 8100
Fax: +61 2 9252 5882

"The Old Presbytery" 137 Harrington Street, Sydney NSW 2000

www.gsaib.com.au

General Security Alliance Insurance Brokers Pty Ltd (GSAI)
ABN: 34 084 437 AFSL: 238477

*Please note: If you are after our current year policy or needs a copy of our policies, please email sales@3minuteangels.com or speak to your Account Manager directly.