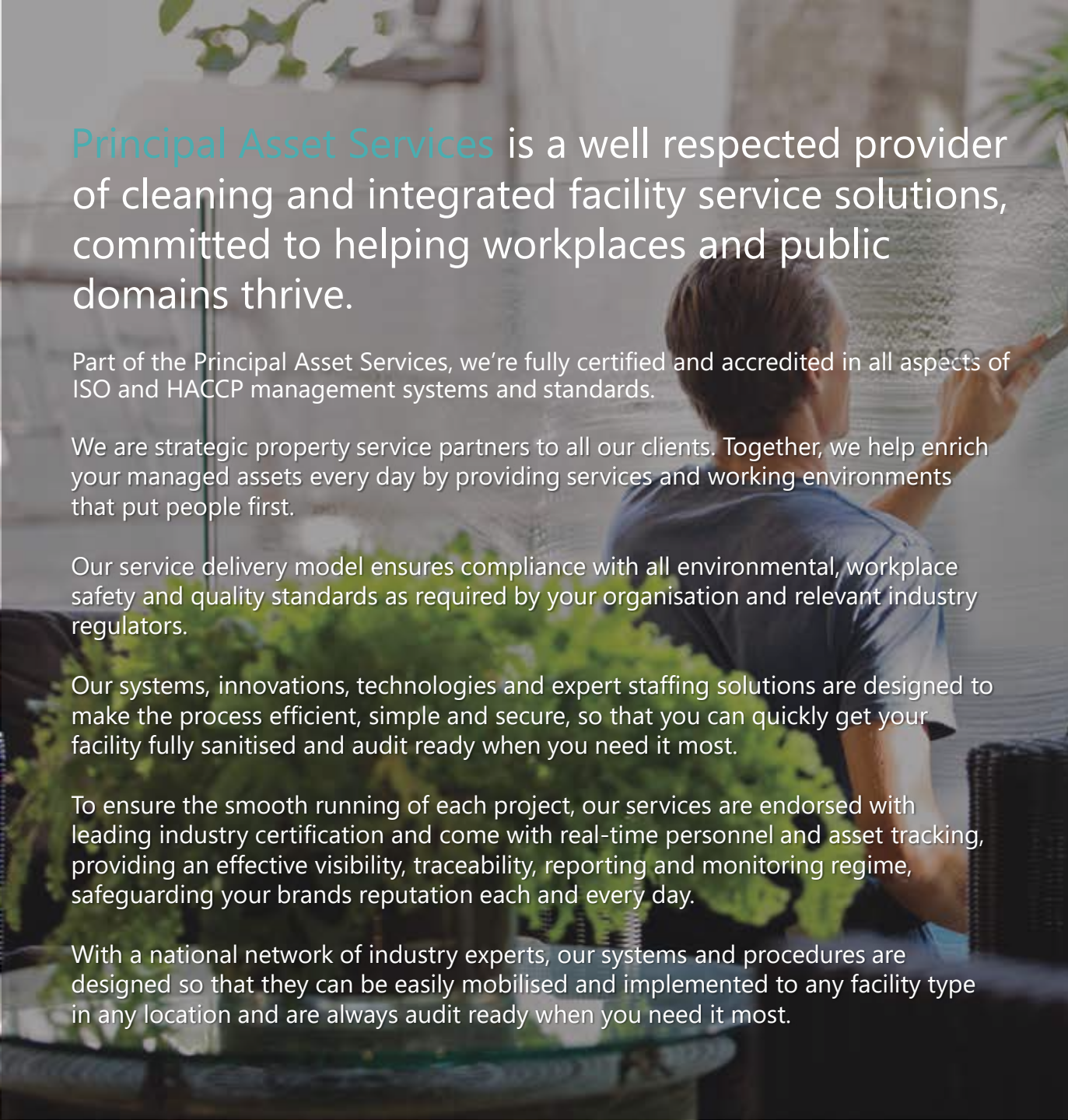




Cleaning and integrated  
facility solutions



Principal Asset Services is a well respected provider of cleaning and integrated facility service solutions, committed to helping workplaces and public domains thrive.

Part of the Principal Asset Services, we're fully certified and accredited in all aspects of ISO and HACCP management systems and standards.

We are strategic property service partners to all our clients. Together, we help enrich your managed assets every day by providing services and working environments that put people first.

Our service delivery model ensures compliance with all environmental, workplace safety and quality standards as required by your organisation and relevant industry regulators.

Our systems, innovations, technologies and expert staffing solutions are designed to make the process efficient, simple and secure, so that you can quickly get your facility fully sanitised and audit ready when you need it most.

To ensure the smooth running of each project, our services are endorsed with leading industry certification and come with real-time personnel and asset tracking, providing an effective visibility, traceability, reporting and monitoring regime, safeguarding your brands reputation each and every day.

With a national network of industry experts, our systems and procedures are designed so that they can be easily mobilised and implemented to any facility type in any location and are always audit ready when you need it most.

## Who we are?

Your new partner in property enhancement, helping to make your workplace and public domains thrive



## CLEANING & SANITATION

Through daily and periodic cleaning protocols, we deliver best in class cleaning practices that include presentation attendants, window cleaning, carpet steam & dry cleaning, floor restoration, kitchen deep clean, car park scrubbing and graffiti removal.

## SUPPORT STAFFING SOLUTIONS

With a national network of professionally trained staff, our workforce is empowered to deliver exact solutions across temporary, permanent and casual roles within the commercial, hospitality, health and aged care and food production industries

## INTEGRATED FACILITY SERVICES

PAS have the ability to provide a full range of integrated property services based on the specific needs of our clients. Services include waste and recycling, sanitary and hygiene, hard floor care, graffiti removal, escalator cleaning and fabric care.

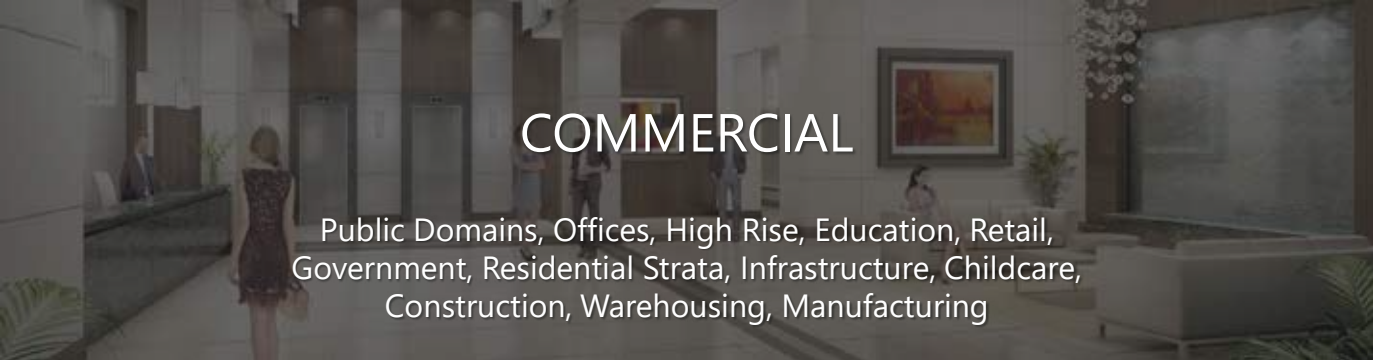
## PRODUCT PROCUREMENT

Our group buying power allows us to provide clients with chemicals, bathroom consumables, laundry, linen, materials, equipment and colour coded hygiene systems, offering the most comprehensive product range available

# Services we deliver

Combining our specialist expertise in site management, cleaning and soft service solutions, we enhance the value of your property and overall experience for its staff, tenants and visitors.

Our services are tailored to your specific requirements and delivered by our highly trained workforce through the following applications



## COMMERCIAL

Public Domains, Offices, High Rise, Education, Retail,  
Government, Residential Strata, Infrastructure, Childcare,  
Construction, Warehousing, Manufacturing



## HOSPITALITY

Convention Centres, Stadiums, Hotels, Registered Clubs,  
Venues, Restaurants, Commercial Kitchens and Catering



## FOOD PRODUCTION AND PROCESSING

Bakeries, Mills, Ingredients, Beverage, Dairy,  
Readymade Meals, Airline Catering, Cold Rooms  
Distribution Centres and Fresh Produce



## HEALTH AND AGED CARE

Medical Centres, Retirement Living, Aged Care, Nursing  
Homes, Hospitals, High Care, Residential Aged Care

# Markets we serve

We deliver service relationships that protect your brand each and every day by offering our clients a professional, cost-effective, well-disciplined and high quality service through a diverse range of market segments





## City Ford

**Contact:** Omar Mokahal - Financial Controller

**Phone Number :** 02 9332 8310

**Description of Services Provided:** Daily and periodical cleaning Service to commercial, showroom, offices, external areas.



## Sydney Festival

**Contact:** Georgie Hannam - Administration Officer

**Phone Number :** 02 8248 6500

**Description of Services Provided:** Daily and periodical cleaning services to commercial, and external areas



## Soma Wellness

**Contact:** Duncan Bull - Property Developer

**Phone Number :** 1800 070 821

**Description of Services Provided:** Daily and periodical cleaning services to commercial and production facilities

# Client references

We're big enough to handle any situation, yet small enough to engage personally

# We're an extension of your brand

Our managers thoroughly align themselves with client brand standards and are focused on caring for our people and making them feel as part of one working family. Our greatest asset is our staff, and by continually empowering them, [Principal Asset Services](#) is able to reach new heights of service excellence.

Our reputation is built on human capital, an ability to engage with clients and to consult and supply solutions to sometimes complex cleaning and integrated facility service activities, often in demanding work environments.

Underpinning this, we create learning programs to achieve:

- A better understanding of our clients' needs
- The flexibility to bring new ideas that solve client issues
- Celebrate courage and have fun doing so
- Rewarding successes and sharing them for inspiration
- Actively seeking feedback to help improve our service
- Set new challenges from our learnings

Understanding how people want to work today and their vision for tomorrow, drives how we operate in our workplace.

# Our people, a unified culture

Every day, we set our people up to succeed by providing a great working environment. One that supports their best efforts and empowers their development.



### Property **service specialists**

- We specialise in all aspects of property services and we know how to help in this area like no other
- PAS is synonymous with setting industry standards for customer satisfaction and quality service delivery, that's our guarantee.

### **Proactive** communication

- We're with you for the whole journey, get expert guidance and support from our teams when you need it most
- Ongoing feedback through online platforms and reporting
- Benchmarked industry satisfaction surveys through Survey Monkey
- Personal engagement through regular face to face meetings

### **ISO & HACCP** Certified and accredited

- We ensure ISO and HACCP systems, standards, skills and training are always in place to help create value and deliver optimal results

### We put **people first**

- We foster a team of people who genuinely care about the work they do and the customer's satisfaction
- Dedicated cross-functional teams are responsible for the buildings presentation as well as occupant feedback and satisfaction
- Our management and staff are located either on-site or nearby and are always accessible
- 24/7 Help Desk

### **Innovation** & continuous improvement

- We have made innovation a passion for finding the best way to do the job
- Real time personnel and asset tracking
- Effective visibility and traceability
- Live reporting, monitoring and response regime
- Meeting and exceeding our client price objectives

### **National** and local coverage

- We're big enough to resolve any challenges that confront our clients, yet small enough to engage personally and develop strong relationships for the long term.

# What sets us apart?

With a committed focus to our clients, tenants and visitors at each of the facilities we serve, our dedicated team go above and beyond – identifying and understanding their needs and delivering a flexible working solution.

Phone 1300 291 106

We're always here to help

## 1. Consultation



Our free consultation provides a platform to jointly identify your facilities unique requirements and assess the commercial feasibility of the project

## 2. Appraisal



We'll provide transparent quote demonstrating all aspects of the service delivery model including workforce, reporting, chemicals, materials and equipment

## 3. Solution



Cleaning and sanitation procedures are clearly written, designed and proven effective and efficient, chemicals must be compatible with all equipment

## 4. Delivery



Mobilise the resources and implement the transition with in-depth reporting functionality, providing an effective visibility, traceability and reporting regime

# Meeting your requirements

Our simple four staged approach to project and client engagement guarantees you'll achieve compliance and quality readiness from day one



# Single point of contact

Whether you require a total outsource or one specific service model, we offer our clients a single point of contact for all their service, presentation, compliance and reporting needs.

The role of your dedicated account manager is to build and develop strong client relationships through multiple channel initiatives that include:

- Identify key needs and cost effective solutions
- Research new initiatives to enhance performance
- Share knowledge, innovation and lessons learnt
- Listening, understanding and resolving client challenges
- Provide in-depth reporting to assist with audits and compliance
- Understand and anticipate existing and future needs
- Develop strategies that are mutually beneficial

Building a successful partnership is not an event, it is a daily process. We make it our business to understand and protect your interests in order to cultivate client loyalty. You have our commitment to this process and to you.

# A partnership approach

We're big enough to resolve any challenges that confront our clients, yet small enough to engage personally and develop strong relationships for the long term.

Phone 1300 291 106

We're always here to help

# We take compliance very seriously.

For our clients, this means their brand and reputation are not only protected by their strategic partnership with [Principal Asset Services](#), they are enhanced. We achieve this through our exemplary service delivery and by adhering to best practice pricing and labour models.

For our employees, this means their wellbeing, remuneration and professional development is not only something we consider a chief concern, but a responsibility. We achieve this by diligently examining procedure, requalifying for certifications and investing in the training and development of our staff.

## Certification and compliance

[Principal Asset Services](#) has developed a comprehensive Integrated Management System which encompasses ISO, HACCP, FSMS, Environment, Quality and Work Health and Safety Management.

Our systems are continually updated to ensure latest operating processes and procedures are implemented as well as compliance with industry and government standards. This enables continuous improvement in service standards, skills, training and systems, allowing us to create value for our clients and deliver results with exact solutions that meet your unique requirements and service standards.

## Certified and accredited

[Principal Asset Services](#) understands the importance of protecting your brand each and every day through quality and compliance delivery. Our industry leading practices include the following certifications accreditations:

ISO 9001 Quality Management

ISO 14001 Environmental Management

AS/NZ 4801 WH&S Management

HACCP Food Safety Management



To keep a close eye on how well we are performing, we consistently use our Quality Control Systems, Audits and Reviews to monitor our service delivery. Understanding that new objectives may arise with changing circumstances, we build in several opportunities to review and monitor our performance and set new goals which include:

- Daily by Site Managers, Supervisors and/or Leading Hands
- Weekly by Account Management
- Monthly by State Account and Regional Operation Managers
- Quarterly KPI Audits and Reporting
- Client Satisfaction Surveys

PAS utilise our Quality Auditing tool to create electronic quality reports that can enable your key personnel, PAS management and the site manager to effectively monitor performance. This system delivers data from the operational floor to any internet connected device. Introducing this technology provides a reporting platform that not only acts as a quality assurance measure of performance, but can also be used to implement cleaning initiatives.

We include photos in our reports to provide transparency and assurance that the facility is being maintained to a high standard and to highlight any rectification tasks that require actioning. In the event an inspection does not meet your standards, the report will enable us to remedy the problem, identify the reasons why it occurred and address how to prevent it from reoccurring.

### Site audits

PAS conduct monthly QA Site Audits, which cover:

- WHS&E
- Emergency Procedures
- Staff
- Communication procedures

Our specifically designed software allows for this process to be carried out efficiently, as frequently as required by your business and generates easy to access reporting.

### Work, Health & Safety Reporting

Our Site Compliance Officer does routine site checks for WHS requirements, using the AssetCare Safety & Quality Assurance System. These checks encompass:

- WHS
- Document Control
- Emergency Readiness
- Equipment
- Chemicals
- Staff
- Corrective Actions

# Operational delivery excellence

Our systems and procedures are designed so that they can be easily mobilised and implemented to any facility type at any location.

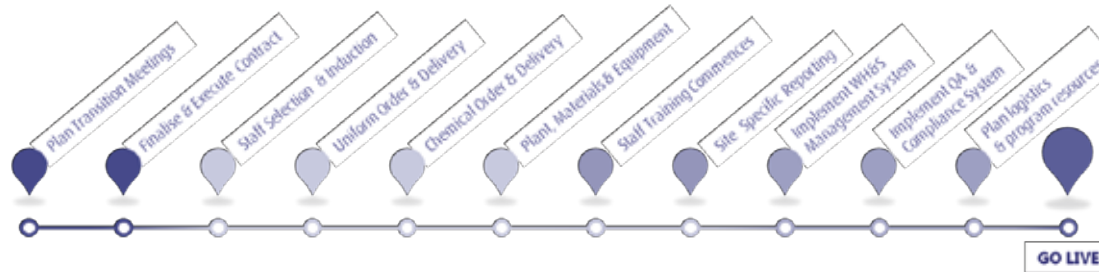
Under the direction of a project manager, we will manage the transition as a project, using our core management approach “plan, organise, perform and review”.

PAS have over 240 staff and associates, trained to a five star level. It is this level of expertise and training which PAS will bring to your business. We will provide labour from our current pool of existing staff and/or use incumbent staff if required. This will ensure the best quality and performance in servicing your club.

Our systems and procedures are designed so that they can be easily mobilised and implemented to any facility type at any location. We will provide an experienced management team and implement a professional support structure to facilitate your unique requirements. Key implementation features include:

- Transition readiness
- Ability to ramp up and down
- Experienced leadership
- Proven approach and methodology
- Leading HR practices
- Minimal disruption to your club
- Transformation best practice
- Extensive transition experience
- Client engagement and reporting

#### Snapshot overview



## Project implementation

From national, regional or stand alone sites, our methodology is designed to be easily mobilised and implemented to any facility, at any location.



To partner with an exceptional strategic outsourced provider means the approach and service solution will be truly unique and bespoke to each facility. To partner with PAS means that your business will gain access to a market leading commercial cleaning specialist.

The following five areas outlined are key to how PAS will approach service delivery and ensure we do so with a view to provide your business with efficiencies and value for money.

# Our approach

Principal Asset Services approach all our clients facilities based on their unique requirements and individual merit.

## Transition and Mobilisation

PAS understands that a smooth and seamless mobilisation process for your project is critical. Utilising a partnership transitional plan (GANNT chart) a high level of daily communication and accountability will ensure any issues are promptly identified and rectified.

## Recruitment and Training

PAS didn't happen upon the best cleaning teams by chance. Best practice in recruitment, induction and on-going training is at the forefront of our success; accordingly our approach is comprehensive, bespoke & in-depth in nature.

## Management and Supervision

Site Supervision is arguably one of the most important functions in ensuring successful cleaning deliverables for your project. To keep a close eye on how well we are performing, we consistently use our Quality Control Systems, Audits and Reviews to monitor our service delivery.

## Systems and Software

PAS Quality Assurances and Workforce Management & Time and Attendance software provide us with ongoing insight into our performance, highlights areas for operational efficiencies and identifies any shortcomings that require rectification. We continually invest in the best technology and systems for ease of doing business.

## HACCP Endorsed

HACCP Australia carries out regular audits on PAS Food Safety Program which ensures all systems, training and documentation as well as on-site performances are continually reviewed and developed. We have never failed a HACCP audit.

The ability to retain and attract your best employees ensures customer satisfaction, satisfied staff, retention of organisational knowledge and learning and effective succession planning.

As part of our motivation and retention initiatives we are committed to creating a working environment that is: rewarding; challenging and satisfying; safe and secure; focused and proactive; fair; equitable; and compliant. In order to support this philosophy Principal Asset Services has the following objectives:

#### Remuneration

Ensure that remuneration packages are competitive and inline with acceptable industry standards.

#### Career Development

The best employees, and those you want to retain, seek opportunities to learn and grow in their careers.

#### Work Life Balance

To assist employees to develop and maintain a balance between family and work

#### Quality Supervision

The quality of supervision an employee receives is critical to employee retention

#### Clear Expectations

Ensure that every employee knows clearly what is expected from them every day at work.

#### Encourage Feedback

Provide an environment where feedback is actively sought and encouraged for the benefit of the client.

#### Recognition

Managers must regularly engage with staff knowing they are recognised and provide bonus and reward schemes

#### Celebrate

Take the time to celebrate with staff on achievements and look for opportunities to recognise good work.

# Staff motivation and retention

Key employee retention and attraction is critical to the long term health and success of any organisation.



Our ongoing quest of sustainable service delivery, ownership and development practices is one of the common threads that connect us as an organisation.

Our leadership in environmental management along with continued initiatives has seen the introduction of chemical free cleaning together with other socially responsible programs.

We have invested in programs and initiatives that are not only environmentally sustainable, but provide positive environmental outcomes. We work together with clients to ensure overall sustainability objectives for a building are met, contributing to the achievement of Green Star and NABERS ratings.

We believe that changing behaviour and increasing awareness are the most fundamental requirements for any Environmental Management System. As a result, our staff is trained in sustainability practices to ensure sustainability outcomes are achieved, and improve bottom line savings.

The result, a healthier and more conducive workplace and public domain environment for all concerned.

## Creating a sustainable workplace

We're committed to creating better work environments for our staff and more sustainable outcomes for our clients and their managed facilities.





#### Cleaning Services

Commercial  
Industrial  
Medical  
Education  
Aged Care  
Clubs  
Retail  
Hotels  
Public Domain  
Gyms

#### Security Services

Guards  
Concierge  
Mobile Patrols

#### Building Maintenance

#### Grounds Maintenance

#### Specialist Services

Window Cleaning  
Carpet Steam Cleaning  
Strip and Seal  
Sanitary Services  
High Pressure Cleaning  
Events & Sports Centers  
Car Parks

#### Consumables

Sales  
Supply & Service



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