



BCS

FACILITY SERVICES PTY LTD



TABLE OF CONTENT

1. EXECUTIVE STATEMENT	1
2. COMPANY BACKGROUND	2
2.1 Company Profile Overview	2
2.2 Our clients	2
2.3 ADDITIONAL SERVICES	3
2.4 COMPANY DETAILS	4
3. OUR PEOPLE	5
3.1 SELECTION OF TEAM MEMBERS	7
3.2 TRAINING	7
3.3 PRESENTATION AND UNIFORMS	8
3.4 COMPANY STRUCTURE	9
4. MANAGING SERVICE DELIVERY	10
4.1 POLICY	10
4.2 IMPLEMENTATION PLAN	10
4.3 CONTRACT SUPERVISION	10
4.4 CONTRACT MANAGEMENT REVIEWS	11
4.5 PERFORMANCE MEASUREMENT	11
5. CUSTOMER FEEDBACK	12
6. CHEMICALS & EQUIPMENT	12
7. DEFINING SITE REQUIREMENTS	13
8. QUALITY ASSURANCE	14

TABLE OF CONTENT

9. ENVIRONMENTAL, OCCUPATIONAL HEALTH & SAFETY	15
10. RISK MANAGEMENT	17
11. MANAGEMENT SYSTEMS CERTIFICATES	18



1. EXECUTIVE STATEMENT

Customer Satisfaction is the key focus of BCS Cleaning Services. Our ‘Can do’ attitude together with Company integrity exhibits the qualities that our clients seek and appreciate in all aspects of contract management. All our actions in organizational development, staff motivation, and the implementation of our operational procedures reflect and support this focus.

Our company approach is to establish a culture in which both teamwork and individuals are encouraged through education, respect for and recognition of team members’ specialised skills and professionalism. This is enhanced by combining understanding, commitment and ownership of the service we deliver to our clients.

The overview includes an outline of operational procedures adopted in the performance of our service.

BCS welcomes the opportunity working in partnership with you and contributing to your organisation’s success.

2. COMPANY BACKGROUND

2.1 Company Profile Overview

BCS Cleaning Services Pty Ltd, (BCS), is a privately-owned company that originally commenced operations 12 years ago. The company was established in 2007 by the Managing Director, Carlo Audish, has been successfully operating in the cleaning and associated soft facility services industry for over twenty years.

BCS Cleaning Services Subsequently, in 2009, due to company expansion, purchased more appropriate premises in Broadmeadows incorporating increased warehouse space. By 2018, the company's growth continued, and more premises became essential, hence the company's location was moved to more a spacious building in Thomastown.

BCS's focused commitment is to Total Customer Satisfaction. With a strong and effective workforce that are well trained in all aspects of professional cleaning. Our staff are supervised and have an excellent understanding and management of machinery required to maintain industrial, commercial and domestic sectors. Accordingly, we now provide a complete range of cleaning and associated services for our clients and provide consumables when required.

A key policy at BCS Cleaning Services is responding quickly and efficiently to our clients' changing needs and at the same time, are able to retain the 'value for service' ethic that is such an important cornerstone of our ethos.

2.2 Our clients

Our range of satisfied clients now includes:

- Body Corporate and Cleaning Facilities
- Industrial/Manufacturing Sites
- Educational Facilities
- Public/Private Facilities
- Office Cleaning
- High-Rise/Low-Rise Commercial Properties
- Council Town Halls and Libraries
- Shopping Centres



BCS's growth has been sustained by 'listening' to the needs of our clients supported by our personal service approach. Our committed team of staff takes ownership and pride in their work performance.

2.3 ADDITIONAL SERVICES

BBCS Cleaning Services supplies and/or arranges through well-developed strategic alliances, the following services for their clients:

- Waste Management/Recycling Program
- Sanitation & Hygiene Services
- Carpet Maintenance Programs
- Document Shredding & Destruction
- Paper Recycling
- Car Park Management
- Window Cleaning
- Strip & Reseal of Hard Floor Surfaces
- Pressure Washing
- Toilet Consumables
- Grounds Maintenance
- Graffiti Removal

The supply of all consumables, chemicals & all associated cleaning equipment can be arranged through our Cleaning Supply Business, as so we can afford to keep our costs down to give the best prices to our clients.

2.4 COMPANY DETAILS

Registered Company Name:	BCS Cleaning Services Pty Ltd
Trading Name:	BCS Facility Services
Australian Company No: Australian Business No:	ACN: 151 540 831 ABN: 52 151 540 831
Head Office Address:	10/61 The Gateway Business Park Broadmeadows Victoria 3047
Telephone Number:	(03) 9359 0311
Fax Number:	(03) 9359 0455
Contact Name:	Carlo Audish Managing Director
Email Address:	Info@bcscleaningservices.com.au carlos@bcscleaningservices.com.au

3. OUR PEOPLE

Carlos Audish – Managing Director

Carlo Audish established Bright Cleaning Services (BCS) 12 years ago after a successful career, spanning some 20 years in the cleaning services industry. Carlo previously held various managerial and contract development roles for several major cleaning service organisations such as Spotless, ISS and GJK Facility Services.

Carlo knows and understands the cleaning industry- the work practices, standards, and the relevant legislation. He is aware of the latest in new developments and techniques, including green cleaning methods and green chemicals.

Carlo has a pride and pride in his business ensures complete client satisfaction. He takes a hands-on approach to ensure that his team understands each client's organisational culture and service requirements so that they can deliver on BCS commitments.

Andrew Audish – General Manager

Andrew has several years' experience in the cleaning Industry as an operations manager, he also has extensive knowledge as a contracts manager.

Andrew has many certifications including; a certified OH&S Representative, Certificate III Cleaning Operations and a background in Human Resources. He is experienced in all facets of cleaning and facilities services expertise in staff selection, training of staff, chemical suitability and use, quality assurance requirements and programming of cleaning schedules.

Inas Sefo – Procurement & Bid manager

Inas is BCS Cleaning Services procurement & Bid manager, she has several years of experience in this field. She is responsible for managing bids and our tendering processes while complying with customer requirements in order to achieve our ultimate goal of securing winning bids.

Inas has a Master's Degree in Engineering Business management.



Randima Hettiarachchi – Book keeping assistant

Randima has 10 years of work experience in the field of banking and finance and hold a master's degree in practicing accounting. As the book keeping assistant of BCS cleaning services, She is responsible for handling invoices, account receivables and payables

David Tate – Supervisor

David is BCS Cleaning Services Supervisor. David has 25 years' experience in the cleaning Industry and knows the client needs and their expectations she is also BCS Certified OH&S Representative.

David has a wealth of knowledge and experience in all facets of cleaning and facilities services and has a Master's Degree in Small Business and Marketing.

Area Managers

All our Area Managers are fully trained experienced Managers that are able to deliver our core business to our clients at the highest professional level.

Cleaning Supervisors

All supervisors employed by BCS Cleaning Services have at least 15 years' experience in the cleaning Industry.

Cleanrs

All cleaners employed by BCS Cleaning Services are fully trained certified cleaners with police checks and all have the experience to be able to deliver superior cleaning and facility services, with a minimum of 2 years of work experience.



3.1 SELECTION OF TEAM MEMBERS

BCS Cleaning Services recognise the importance of suitable staff, and have in place a comprehensive selection process that commences with a study of the works specification followed by the development of the necessary job description including job relevant selection criteria. Recruitment procedures ensure that the best available staff is selected by comparing their experience, aptitudes and attributes with the selection criteria.

Some of the key selection criteria are:

- Appropriate qualification
- Meticulous attention to detail
- Previous support service experience
- Living in close proximity to work location
- Ability to work alone and/or at night
- Capability to perform tasks exactly as demonstrated or instructed
- Good fitness level
- Appropriate appearance
- Good literacy skills - English &/or bi-lingual



BCS Cleaning Services believes that these criteria ensure our support staff members are competent, literate, and motivated.

3.2 TRAINING

BCS Cleaning Services aims to appoint quality staff who will meet customer requirements. Successful provision of these services depends on performance by a capable and competent team undertaking their role as required by the customer and in accordance with our procedural guidelines and sound work practices.

BCS Cleaning Services believes that a successful service contract is due to the capable, competent team that demonstrates an ability and capacity to develop the role presented in the Tender guidelines.

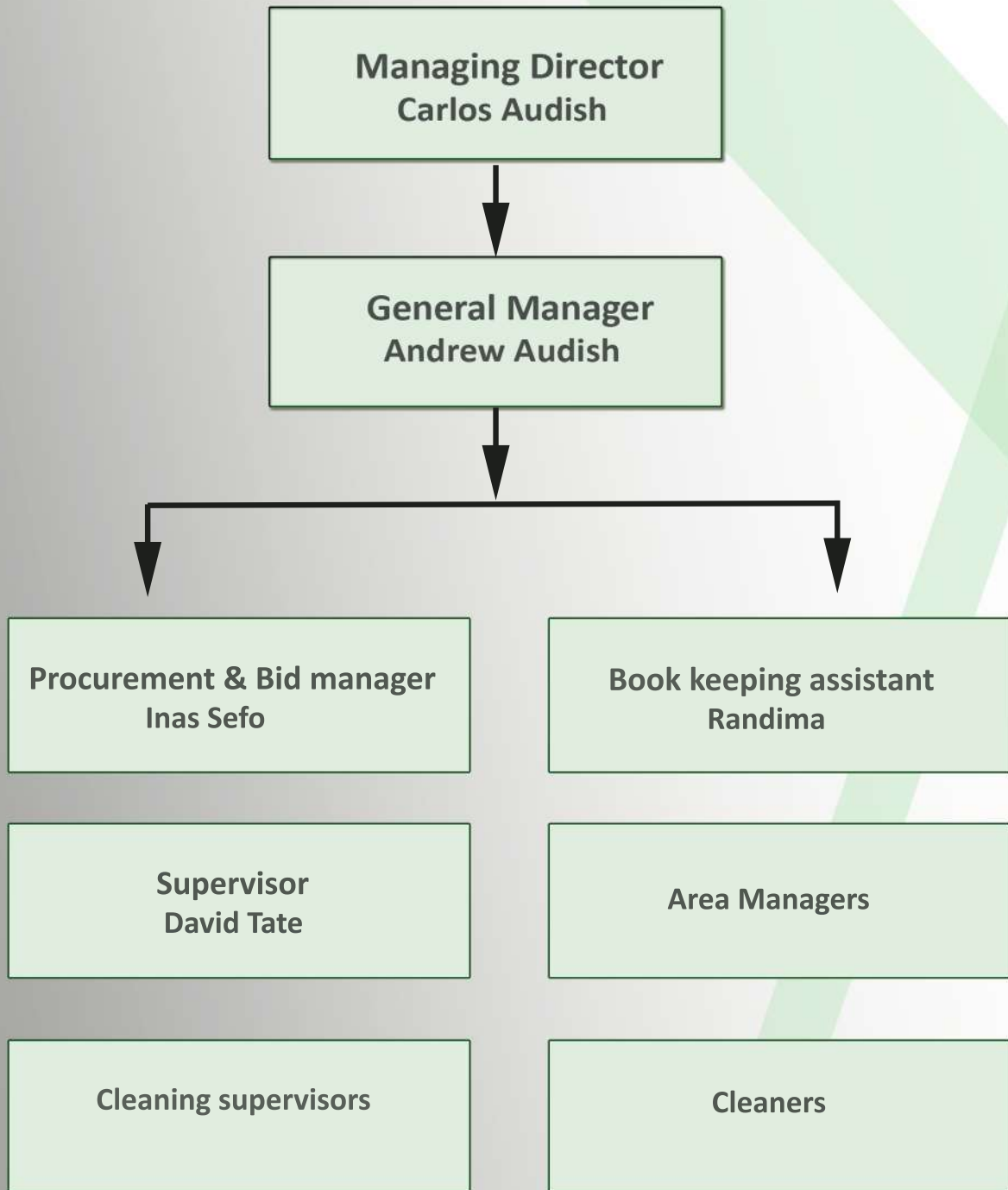


3.3 PRESENTATION AND UNIFORMS

The presentation of our personnel is treated with particular importance. In many sites, the public does not disassociate the Service Operator from the customer's own personnel. Subsequently we can provide a corporate wardrobe to suite the client's needs and blend in with the surroundings.

The issued uniform is the only uniform to be worn. Part uniform is not acceptable. Uniforms must be clean and correctly pressed/ironed at all times. Employees are also issued with identity photo Cards to wear on their uniform. This is our standard identification badge.

3.4 COMPANY STRUCTURE



4. MANAGING SERVICE DELIVERY

4.1 POLICY

BCS Cleaning Services is proud of the excellent and long standing working relationship it has developed over the years with its clients.

These long-standing relationships are the result of the honest and reliable approach that we at BCS Cleaning Services have adopted throughout the years to ensure the excellent industry standards for our clients.

We have won contracts on the basis of our track record and 'can do' attitude when competing against other companies, we have developed a reputation for excellent service and the ability to manage complex, unusual and often demanding service requirements. Whilst continuing to maintain customer satisfaction.

To achieve this standard of service ongoing we motivate, organize on the job training for new and existing staff and in the long term provides a happy workforce and sound career management process.



4.2 IMPLEMENTATION PLAN

Once BCS Cleaning Services has received formal notification of being successful, we would seek a meeting with our new client to finalize contract negotiations. Starting up a new contract is a significant process, and our Operations Team and our Customer Service Managers are briefed in all aspects of the scoped works and inducted into the Site requirements to ensure that the contract runs smoothly.

We have the ability to start new contracts easily and within limited time frames by drawing on many personnel who currently work within the proximity. At commencement of a contract we provide a transition plan to ensure that all scoped tasks and staff run smoothly. Our operational staff provides the excellent support structure.

4.3 CONTRACT SUPERVISION

Our Operations Team comprises Operations/Contracts Manager Transition Manager, Area Managers, IMS Manager & Cleaning Supervisors. These staff members are chosen for their:

- expertise in managing and motivating people,
- technical expertise in the many and often complex cleaning functions,
- many years of hands-on experience

The Transition Manager is included at the outset in the allocation of duties and scheduling of tasks and ensuring that the services to be provided match the contract requirements. Our Managers prime responsibility is for service provision and, most importantly Customer Liaison he/she will be responsible for in the day to day operations of the site and will also be responsive to you our client's requests on a daily basis.

4.4 CONTRACT MANAGEMENT REVIEWS

The success of the continuing contracts will be the communication path. Our experience has proven that the implementation of regular meetings enhances two-way communication, which results in the resolution of problems before they occur. Regular meetings also allow for the implementation of positive ideas and procedures in the improvement of service delivery. We recommend that structured review meetings take place on a regular basis. These meetings provide the forum for discussing all aspects of the service, exchanging information and ideas and considering ways in which the service could be improved.

4.5 PERFORMANCE MEASUREMENT

The working team of the Customer Service Managers, Operations/Contracts Manager & Team Leaders and cleaning staff is supplemented by regular monitoring and reviews of our performance with our clients.

Key Performance factors are measured on an on-going basis. We suggest that the KPI measurement appears on the agenda of the scheduled monthly meeting

4.6 SERVICE FEE

Our Service Fee is for the provision of cleaning and associated services is based upon relevant Federal/State Awards, allowances, roster requirements and capital investment and is subjected to any CPI increase that may arise that has been handed down by (FWA)Fair Work Australia.

5. CUSTOMER FEEDBACK

Our methods in gathering end user feedback would be made up of weekly client meetings, weekly joint inspections of all sites to conduct the overall view of the standard of cleaning that is being delivered and to discuss any further potential requirements or issues that may arise. BCS Cleaning Services has a 24 hours helpdesk that can take complaint and then logged them in to our IMS where they will be prioritised and then actioned by the relevant Area manager for rectification we also provide 'around the clock' emergency support to customers through the provision of either our 24 hour paging services or by calling our 1300 764 588 the management team also has a common pager message delivered directly to their phones. All site services supervisors and managers will be equipped with a mobile phone and a 24 hour pager which acts as the backup communication link should the person who being contacted does not respond to the telephone call. We will provide 24 hour telephone contact service to professionally manage and resolve complaints, queries, costing's requests and emergency call outs, all issues, queries, complaints, and request for additional work and for building specific service changes will be referred and prioritised.

BCS Cleaning Services will utilise our IMS for continuous improvement in customer service we will do weekly inspections with the client and an independent inspection with the supervisor this information will be able available to the client through our client portal that can be access at any time by the client and they will have the ability to also give feedback on these reports, this is a good tool so that all parties can be involved in the continuous improvement.

6. CHEMICALS & EQUIPMENT

BCS Cleaning Services exclusively uses environmentally friendly chemicals, equipment and processes. We are well informed about new equipment as it becomes available and we purchase and utilise the highest quality equipment suitable for each specific contract.

Our Site Managers further reviews the site chemical and equipment requirements prior to the commencement of the contract. A final list is compiled by our Managers in conjunction with you at the commencement of the contract.

Material Safety Data Sheets are kept on-site detailing every chemical used during the servicing of the contract. These Data Sheets are kept in the Site Operations Folder.



7. DEFINING SITE REQUIREMENTS

It is a policy of BCS Cleaning Services that all contracts have clear site requirements. These requirements are defined only after consultation with the client and are agreed to in an open and mutually cooperative partnership.

This partnership allows both BCS Cleaning Services and the customer to benefit from the specialised skills and expertise already offered by both companies, thus ensuring all service objectives are achieved.

In doing so, an agreed standard will be implemented in relation to the BCS Cleaning Services employee, where uniform, appearance and conduct requirements are set and adhered to when placing staff.



8. QUALITY ASSURANCE

BCS Cleaning Services is committed to providing noncore support services with the goal of exceeding our client's expectations. We are committed to providing Total Quality Management as the basis for our operational philosophy. This ensures we maintain and improve our customer service standards thereby ensuring that the cleaning service for our client's organisation exceeds their expectations.

Contracts are administered within our Company (IMS) Integrated Management System. BCS Cleaning Services is totally committed to maintaining and consistently improve on levels of service provided to our customers.

Our employee's play an integral part in maintaining our focus on the delivery of quality service to our client



There can be NO doubt that the basic ideology of identifying 'concerns' or non-conformance' leads quickly to the belief that it is better, to get it right, first time.

The arrangement of management functions, i.e. planning, organising, leading and controlling has been documented to form a set of procedures that make up our Quality Management System.

The purpose of these documented procedures is to:

- Train people in the correct use of the system
- Compare actual tasks performed with statement of duties
- Provide a stable basis for measuring and improving the organisation's performance

The documented procedures reflect what cleaning personnel do and eliminate the unpredictable results of personnel doing their own thing.

Each contract site has a Site Operations Folder that contains all the information necessary for site personnel to produce the standard that BCS Cleaning Services and our clients expect.



9. ENVIRONMENTAL, OCCUPATIONAL HEALTH & SAFETY

BCS cleaning Services employees are provided with a safe working environment. The Company accepts responsibility for the health and safety of all staff in their work situation.

Our employees accept that they have a responsibility towards themselves, their workmates, our customers and the public.

A system of accident elimination is in place, and safety has been adopted as an integral part of BCS Cleaning Services operations. To achieve this Company provides or facilitates, either directly, or through cooperation with our customers:

- Reasonable, safe and healthy working environment
- Suitable protective clothing and equipment (PPE)
- Appropriate accident elimination education and training
- Keeps abreast of current accident elimination techniques and legislation
- Supports company OH&S Committees in all jurisdictions

BCS Cleaning Services ensures all support service personnel are physically capable of performing the required functions and have a degree of literacy and numeracy skills appropriate to their tasks. We place a very high emphasis on our Company's commitment to safety.



BCS cleaning endeavours to use cleaning practises that are not harmful to the environment or the people in it.

We take the following steps to assist:

- The minimum use of water required.
- Switching off electrical appliances and lighting when not in use.
- The use of environmentally safe chemicals where possible.
- The use of degradable rubbish bags and bin liners.
- Using the correct receptacle when removing waste.



10. RISK MANAGEMENT

The BCS Cleaning Services Risk Control Management, OH&S Policy is based on the well-being of our employees, our customers, and the general public. It is therefore a major consideration in all our activities.

BCS Cleaning Services policy can be summarised as follows:

We recognise our responsibility for providing the safest possible working conditions for our employees and require them to comply with basic safety rules.

- Report all injuries and hazards
- Report all damages to property
- Chemical Safety
- Ensure safety guards are used when they are provided, and protective clothing is worn, when required (PPE)
- Comply with the Supervisor's instructions
- Ensure all work areas are left clean and tidy

We also recognise our responsibilities for the property and safety of our client.

All Supervisors must ensure that all personnel are required to cooperate in preventing accidents and damage to property. An Injury Report Book is located in every Site Folder. If accidents do occur, the event must be written down and investigated in compliance with our OH&S policies.

The aim of our OH&S Policy is a team effort between Managers, supervisors and employees, in order to raise the level of safety at work. Therefore, it is essential that all our supervisors and employees recognise the social and economic need for risk control management.



11. MANAGEMENT SYSTEMS CERTIFICATES

- AS/NZ ISO 9001:2008
- AS/NZS 4801:2001
- AS/NZS ISO 14001:2004





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