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Suite 16, Level 2, 27 Hunter Street,  
Parramatta, NSW 2150

## ABOUT US

Essential Facilities Services is a professional, proactive and trusted provider of commercial cleaning services. We thrive on taking a client-centred approach to business and believe in building partnerships with our clients to meet and exceed expectations through communication, professionalism, reliability, and transparency.

As a business, we are focused on creating direct employment opportunities rather than on subcontracting like larger cleaning contractors do. Our owners are all active professionals in the industry, and over the past 10 years have delivered exceptional services to a range of clients across all business sectors. Delivering a personal and professional approach to all aspects of office, commercial, industrial and school cleaning, our team has built a stellar reputation based on integrity, efficiency and accountability.

With extensive resources across New South Wales, EFS delivers comprehensive cleaning services throughout all regional locations. We pride ourselves on our capacity to handle any job. When you engage EFS, you engage a long-established organisation and an experienced team with the skills, knowledge and passion to deliver quality cleaning and facility solutions to you and your community.

## EXPERIENCE

At EFS, we have over 40 years combined experience of high-level management and operations throughout the cleaning and facility services industry. Our team have managed and delivered all aspects of cleaning in a range of sectors including commercial, government, education, retail and healthcare. We believe that this experience and commitment is key to the establishment of a strong and effective business that delivers for our clients.

Our Management team have delivered cleaning services to some of Australia's largest companies including Optus, Qantas, NSW government, St Vincent's Health Care, and multiple financial institutions and universities. Our staff of experienced and trained cleaning operatives serviced these sites with proficiency and professionalism, and all delivered outcomes meet industry standards of performance, security and presentation.

EFS is renowned for its client-centred approach to operations – we believe in creating a partnership with our clients rather than treating the relationship as a business transaction. Our reputation for communication, cleaning expertise and quality outcomes has ensured we develop enduring relationships with past clients who we call on as references to add to our current client reference base.



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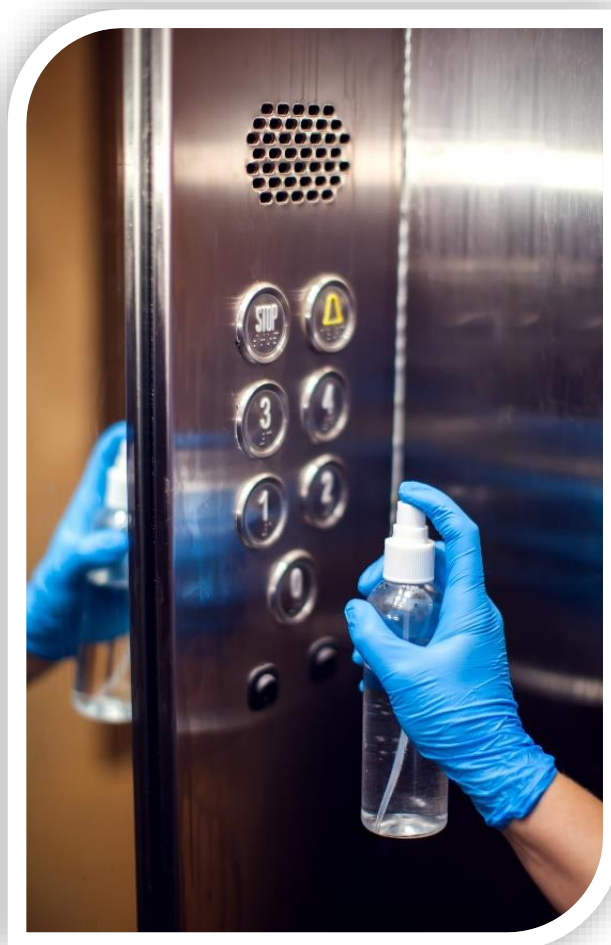
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## COVID19 MANAGEMENT AND INTEGRATION PLAN

EFS is committed to supporting the community and keeping our clients and their businesses safe. We have been at the forefront of policy, process and action plan development since the outbreak of the pandemic and are committed to integrating preventative measures to ensure the safety of our staff, clients and community.

Our operations team is second-to-none. In direct response to the heightened need for sanitation we have provided planned and reactive services to NSW schools, harbour ferries, government assets, aged care facilities, hospitals and other emergency service venues. We have worked with our clients to incorporate additional cleaning and sanitising processes into their regular scope of work at no extra cost.

Our professional risk assessments highlight high-risk areas and can help provide our clients with peace of mind that their sites are safe for everyone. By ensuring our clients are meeting their cleaning requirements while staying on budget, we are doing our part to support the community during this challenging and uncertain time.



## COST-SAVING INITIATIVES

At EFS we value efficiency at every stage of our operations and have the capacity to implement cost-saving initiatives that ensure we can deliver a premium service to our clients within budget. Through our understanding of the industry and our relationships with clients, we are able to identify alterations which can be made to the scope of work and in turn offer a reduction of costs or additional periodical works at no extra cost.

Our clients know and value us for our commitment to cost-saving, and our ongoing delivery of exceptional cleaning solutions at a competitive rate. Our professional cleaning staff use only the most cost-effective and sustainable techniques and tools to ensure every job we deliver is completed with the highest level of productivity. EFS prioritises training and support for its staff, meaning we can reduce middle-management overheads and pass on these savings to our client.



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## ACCREDITATION AND COMPLIANCE

### HEALTH AND SAFETY

EFS is ISO accredited for ISO Health and Safety AS/NZS 4801. The systems have been developed pursuant to industry standards. Global Management Certification, our ISO accreditor and external auditor, provides regular reports to assist our WHS team. Our systems are also subject to Cm3 certification.



In line with our accreditation, our systems are regularly audited, both internally and externally, and are continuously improved to ensure that the safety of our staff, our clients and the broader public are at the forefront of our practices. Given the diverse nature of our client portfolio, much of our Workplace Health and Safety infrastructure is individually tailored to suit site requirements.

EFS is committed to working closely with all staff to provide ongoing training and management. We understand all contracts differ and that communication and professional development are key to ensuring the unique needs of each contract are met in terms of scope, Occupational Health and Safety, and sustainability.

### SUSTAINABILITY

EFS is ISO accredited for ISO Environment 14001. Sustainability forms a large component of this. At EFS we believe that sustainable business is good business, and we are committed to using eco-friendly products and techniques to ensure our operations are socially and environmentally responsible. Our services exceed green expectations, by using a variety of no-touch cleaning systems and a wide range of environmentally friendly solvents.

### QUALITY

EFS works in compliance with ISO 9001 quality management systems and has access to the world's best practice cleaning methods. All our quality systems are audited regularly against industry standards. These audits are conducted both internally and externally to ensure reliability and consistency.

### INSURANCES

At EFS we have all necessary key insurances policies, which are reviewed and renewed annually. Certificates of Currency for each policy and state are available to clients upon request.

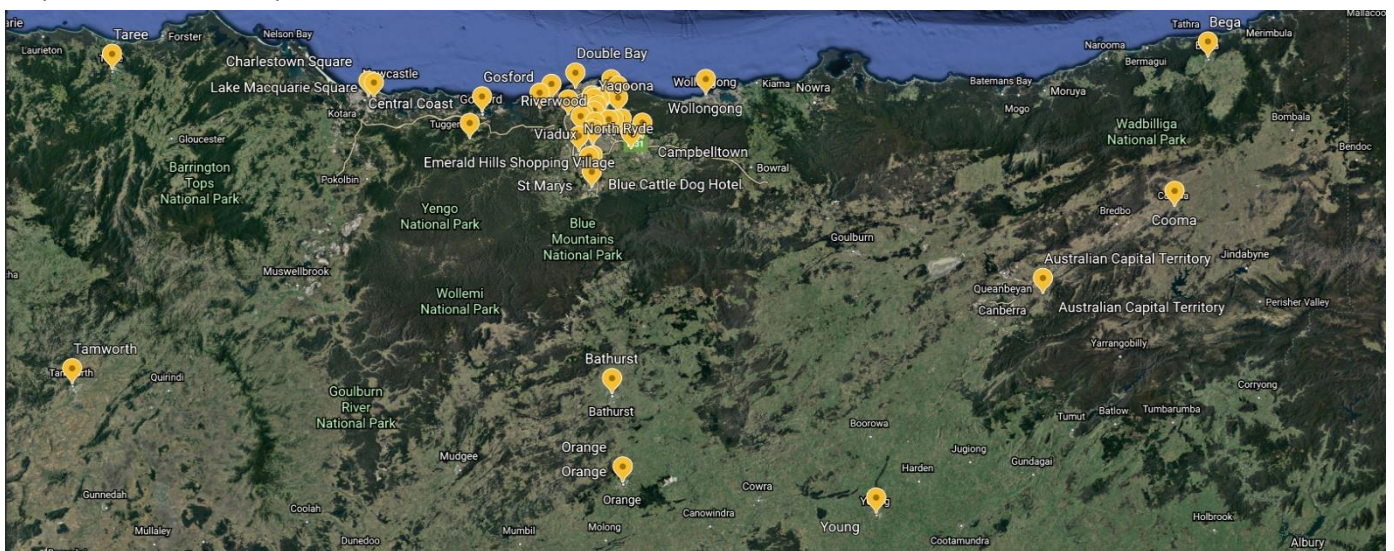
Name	Policy Number	Amount
Public Liability	BP 2670708	\$20,000,000
Motor Vehicle	MPS044558802	Legal liability up to \$20 million
Workers Compensation	Various	As required in each state/territory in which we operate.

## CAPACITY & CAPABILITY TO DELIVER SERVICES

### EXTENSIVE COVERAGE ACROSS NEW SOUTH WALES.

With our Head Office based in Parramatta, our management and operational team can offer clients a highly responsive service.

One of EFS's key differentiators is our self-delivered labour force, which gives us not only a better grip on quality control, but a more efficient governance system in line with ISO 9001. With a growing workforce in NSW, our large pool of staff, driven by a highly experienced and centralised operations management team serve to facilitate a highly responsive and uncompromised service to our clients.



The highlighted map above demonstrates our solid capacity as a business to provide our clients an exceptional service as a direct result of our experience, footprint and economies of scale through our existing coverage of neighbouring contracts.

## CUSTOMER SUPPORT (24/7)

Our Operations Centre (OC) is available to clients 24 hours a day, 7 days a week. Any service requests by Site management can be made through phone, text or through the client portal, which feeds into our centralised technology platform, NYC.

Supporting the site teams, our Area Manager representatives will be responsible for managing all service request and rectification processes, ensuring all requests/issues are dealt with promptly.

For any security requirements, our OC will respond immediately to duress alarms activated by our personnel. The OC actively manages all roster coverage and surge requests at the direction of the Account Manager. The team also has all the appropriate systems in place to manage all escalation points that need to be followed during specific incidents.



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## LEADING INDUSTRY TECHNOLOGY & REPORTING

Transparency and workforce productivity optimisation will be delivered through the implementation of our NYC technology platform. The NYC system enables the EFS team to:

- Map the site to incorporate the full scope of works to be delivered.
- Track multiple occurrences of tasks (i.e., sanitise handles 3 times a day).
- Easy handling of shifts (shift swaps and time and attendance logging).
- Efficient and easy reporting of facility issues for immediate action.
- Comprehensive task scheduling as per client contracts.
- Manage workloads and performance of individual team members.
- Conduct detailed Quality Reviews for buildings from mobile app.
- Easy and interactive reporting; Track and meet agreed SLA.
- Provide client portal access to review and report as needed.
- Generate performance reports for cleaning tasks to provide to client.
- View and act on assigned Scheduled Tasks within building or across buildings.
- Shift planning based on scheduled tasks and task distribution among the team.



## INDIGINOUS ENGAGEMENT

Essential Facilities Services Australia acknowledges Aboriginal and Torres Strait Islander people as the Traditional Owners of Australia and their connection to land and community. We pay our respects to all Elders, past, present and emerging.

EFS endeavour to honour the Bert Groves legacy of advocating for social equality of Aboriginal and Torres Strait Islander people. EFS strive to take this further by advocating and supporting economic advancement of Aboriginal and Torres Strait Islander people, businesses and communities through purposeful engagement and sustainable employment.

## CONTACT US



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