

MAINTAIN IT AUSTRALIA
COMMERCIAL CLEANING & FACILITY MAINTENANCE

CAPABILITY STATEMENT



MAINTAIN IT
AUSTRALIA

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WELCOME MESSAGE

Welcome to Maintain It Australia, where our passion for excellence in commercial cleaning and facility maintenance drives everything we do. With over two decades of industry experience, we've built a reputation for delivering unparalleled service and forging lasting partnerships. Our team, comprised of dedicated professionals from diverse backgrounds, shares a commitment to innovation and sustainability. We believe in setting high standards and exceeding them, ensuring every client receives the utmost care and attention to detail.

Together, we're not just cleaning spaces; we're enhancing environments and making a positive impact in our industry every day.

We appreciate your interest in Maintain It Australia and eagerly anticipate surpassing your expectations.

BRETT RITCHIE

Managing Director

brett@maintainitaustralia.com.au

ABOUT US

Maintain It Australia is a locally owned and operated business specialising in Commercial Cleaning and Facility Maintenance across South East Queensland. With over 20 years of industry experience, we provide high-quality cleaning and maintenance services tailored to meet the unique needs of our clients.

Our expert team offers a comprehensive range of services including building cleaning, pathway cleaning, graffiti removal, kitchen deep cleaning, office carpet cleaning, high-level window cleaning, garden maintenance, car park cleaning, office strip-outs, pressure cleaning, rubbish removal, and strata cleaning. We excel in managing complex environments such as multi-level buildings, arenas, stadiums, shopping centres, government facilities, and educational institutions.

We provide both regular, routine maintenance and ad-hoc services, ensuring minimal disruption to your operations. Our proactive maintenance services help you anticipate and address your needs effectively, while our responsive cleaning service operates 24/7—offering peace of mind.

Our success stems from our skilled team and strong client relationships. We are dedicated to maintaining a clean, safe, and healthy environment by prioritising safety and hygiene. We use non-toxic cleaning products and strictly adhere to health and safety standards.

Choose us for reliable and efficient cleaning and maintenance services.



OUR VALUES

Quality and Reliability: Consistently delivering exceptional, dependable services you can trust.

Customer Focus: Build strong, personalised client relationships.

Health and Safety: Adhere to strict workplace health and safety practices and protocols.

Environmental Responsibility: Minimise our environmental impact with eco-friendly practices.

OUR TEAM

Our success is driven by our exceptional team of skilled experts. With extensive experience in the construction and cleaning industries, our team is highly trained, certified, and committed to delivering the very best in cleaning and maintenance services. Supported by a proficient management team and business administrators, we pride ourselves on building strong relationships with our team and suppliers.

Our dedicated team of professionals prioritizes health and safety and ensures that every job is completed efficiently and to the highest standards, making us leaders in commercial cleaning and facility maintenance. Each member of our team is not only selected for their expertise but also for their dedication to providing outstanding customer service. By continually investing in training and development, we stay ahead of industry trends and innovations, ensuring that we provide cutting-edge solutions to our clients. Whether working on large-scale projects or routine maintenance, our team's collaborative approach and attention to detail guarantee exceptional results every time.

BRETT RITCHIE

MANAGING DIRECTOR

Brett Ritchie, Managing Director of Maintain It Australia since early 2023, brings over a decade of industry experience. He values building strong client relationships, prioritises effective systems and is committed to employing a skilled and dedicated team who all work hard to ensure we deliver only the best cleaning and maintenance services.

500+
Projects

100%
Success Rate



PLANNED & RESPONSIVE MAINTENANCE

We provide a range of customisable cleaning and maintenance solutions tailored to meet your specific needs. While our scheduled maintenance solution is a popular choice for businesses, we are flexible and capable of accommodating any cleaning agreement, including ad-hoc support, for both private and commercial purposes.



PLANNED CLEANING & MAINTENANCE

Anticipating your maintenance requirements is essential for cost containment and minimising disruptions. Our regular, programmed maintenance services are designed to keep your residential or business environment in optimal condition. We provide expert advice and a comprehensive range of services tailored to your specific needs, ensuring all maintenance tasks are managed effectively with health and safety standards in mind. Our work includes:

- **Scheduled Maintenance:** Protect your investment with timely preventative maintenance and repairs.
- **Statutory Maintenance:** Ensure your building complies with all relevant standards, codes, and regulations.



RESPONSIVE CLEANING & MAINTENANCE

Unexpected events can cause significant disruptions to your business operations. Our responsive cleaning and maintenance services are available 24/7, 365 days a year, to address urgent issues promptly. We aim to minimise the impact of unforeseen problems, providing peace of mind and allowing you to focus on running your business. With our dedicated team ready to tackle any cleaning emergencies, you can trust that your office or facility will remain clean and well-maintained at all times.



INDUSTRIES WE COVER

With a diverse team possessing skills across a broad range of industries, we proudly offer cleaning and maintenance services for office spaces, government facilities, shopping centers, and more! Check out the industries we cover on the following page.

COMMERCIAL & OFFICE

From general office to complete commercial cleans, kitchen cleans, external pressure washing, window cleaning, at-height cleans and everything in between.



EDUCATION & CHILD CARE

From child care centres, to primary schools, high schools and universities, our team can take care of the lot with ad-hoc, holiday or regular cleans.



GOVERNMENT

We specialise in cleaning and maintaining government facilities, making us a trusted partner known for our reliability and swift turnaround times.



HEALTH & MEDICAL

We can assist with planned and responsive cleaning at hospitals, doctors surgeries, dental and orthodontist clinics, NDIS facilities, retirement and aged care facilities.



HOSPITALITY, ENTERTAINMENT & SPORTS VENUES

From surf clubs to restaurants, cafés, night clubs, sports and entertainment venues, we offer general cleans, carpet cleaning, deep kitchen cleans and more.



RETAIL & SHOPPING CENTRES

From a single retail presence to entire shopping precincts, we can manage general cleans, high-cleans, windows, cobwebs, dusting, floor cleaning and more!



STRATA & REAL ESTATE

We can assist with adhoc and regular strata cleans (including multi-level and external cleaning), body corporate and end-of-lease cleans.



TRANSPORT - AIRPORTS & TRAIN STATIONS

For all internal and external cleaning requirements, our team are experts in all aspects of transport facility cleans including control towers.



WAREHOUSES & CAR PARKS

From multi-level car parks to sprawling warehouses, we have the right equipment to suit your needs—from pressure washing to cobwebbing, we can do it all.



OUR SERVICES

At Maintain It Australia, we pride ourselves on delivering quality commercial cleaning and facility maintenance services across South East Queensland. Armed with the best equipment for the job, our skilled team makes us experts in a wide range of cleaning services. Our commitment to quality, reliability, and customer satisfaction sets us apart as leaders in the industry.

Discover our comprehensive range of services across the following pages.

**GENERAL
CLEANING**



**WINDOW
CLEANING
& ABSEILING**



**BUSINESS
DEFITS
& STRIP OUTS**



**PRESSURE
CLEANING**



**CONCRETE
GRINDING**



**END-OF-LEASE
WORKS**



**MOULD
REMEDIATION**



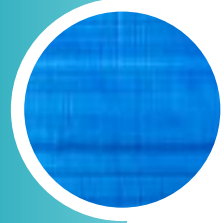
**TEMPORARY
FENCING**



**STEEL
ACRO PROPS**



TARPAULINS



OTHER **SERVICES**

COMMERCIAL **MAINTENANCE**

- Anchor installations
- Bird-netting and proofing
- Building wash-down
- Caulking and sealing
- Cobwebbing
- Common ground maintenance
- General office cleaning
- Gutter cleaning
- Graffiti removal
- Hauling objects
- High pressure cleaning
- High level cleans
- Kitchen cleaning
- Shade sail cleaning
- Site cleans
- Rubbish removal
- Water leak inspections & repairs
- Window cleaning

RESIDENTIAL **MAINTENANCE**

- Concreting & concrete grinding
- Gutter cleaning
- Emergency make safes
- Flood water extraction
- Pressure washing including:
 - External walls & eaves
 - Driveways
 - Gutters
 - Pathways & pavers
 - Roof
 - Solar Panels

ARBORICULTURAL **SERVICES**

- General garden maintenance
- General garden clearing
- Lawn mowing
- Rubbish & plant clean up
- Slashing
- Stump grinding
- Tree trimming & removal



WHY CHOOSE US?

Choosing Maintain It Australia means partnering with a reliable, professional team that's dedicated to exceeding your expectations. Our systems, team and equipment are just a small part of why businesses choose to work with us.



OUR **SYSTEMS**

We invest in world-class systems to ensure the greatest level of efficiency and productivity for our clients.



OUR **TEAM**

Our diverse team offers extensive skills and expertise, ensuring the very best service for every job.



OUR **EQUIPMENT**

We use advanced equipment and sustainable cleaning chemicals to ensure high-quality results and eco-friendly practices.



OUR **VALUES**

We live and breathe our values and culture—bringing a level of commitment to the industry that is unmatched.

OUR **CULTURE**

We are committed to establishing, maintaining, and continually improving our systems, workplaces and our people to ensure we have:

- AN INFORMED CULTURE, supported by knowledge about human, technical, organisational and environmental factors;
- A JUST CULTURE, driven by accountability, commitment and involvement at all levels;
- A 'REPORTING CULTURE, predicated by a psychologically safe work environment;
- A LEARNING CULTURE, sustained by consultation, participation and training, ensuring continuous improvement;
- A RESILIENT, FLEXIBLE & ADAPTIVE CULTURE, focused on appropriate control over work and employee health and well-being.

OUR **COMMITMENT TO QUALITY**

Our unwavering commitment to quality enables us to develop and maintain professional partnerships for the long-term. Businesses big and small trust our team to deliver the type of service you wouldn't typically expect from any old cleaning company.

OUR PARTNERS

We pride ourselves on forging strong partnerships with industry leaders across diverse sectors. This collaborative approach drives successful projects that demonstrate our expertise and unwavering commitment to excellence. Below, we highlight recent collaborations that exemplify the quality and breadth of services tailored to meet our clients' distinct requirements.



BRISBANE AIRPORT



RIO TINTO, BRISBANE OFFICE



MERCEDES BENZ BRISBANE



GOLD COAST TURF CLUB



PAT RAFTER ARENA



DOWNER - MILITARY BASES

**BRISBANE AIRPORT PAT RAFTER ARENA DOWNER
MERCEDES BENZ BRISBANE JONES LANG LASALLE
RIO TINTO SECURECORP GOLD COAST TURF CLUB
FRASER PROPERTY GROUP NISSAN ARENA ...AND MANY MORE!**

SUSTAINABILITY POLICY

Maintain It Australia acknowledges the cleaning industry uses chemicals and processes that could impact on the direct environment and waterways. It is our priority to continually improve our work processes and choose environmentally friendly products and minimise or eliminate such products that do not meet environmental friendly approval.

This policy relates to how the products, services and operations within Maintain It Australia will be continually reviewed and improved so that we can integrate environmental and social considerations into our everyday operations.

PURPOSE

We acknowledge that Maintain It Australia has potential impacts on people and the environment through our operations. Through this policy we:

- Commit to comply with applicable law in all our operations.
- Commit to protect human rights. We are a committed equal opportunity employer and will abide by all fair work practices. We'll ensure that our activities do not directly or indirectly violate human rights in our own or other country.
- Commit to minimise our impact on our environment and maximise the effective use of resources.
- Commit to foster responsible environmental behaviour amongst workers at all levels.
- Commit to minimise risks and impacts through processes and systems to implement, measure and monitor environmental and social performance.
- Commit to increase communication and awareness of our efforts to all workers, suppliers and customers.

PEOPLE - WE WILL:

- Comply with legislation such as the Modern Slavery Act 2018 and Bribery Act 2010.
- Provide a safe and healthy workplace.
- Support diversity and inclusion.
- Engage early and meaningfully with all workers.
- Avoid harming the lives of local people and those around where we operate from time to time.
- Support local businesses with opportunities to participate with Maintain It Australia.
- Encourage our workers to volunteer via programs organised internally or externally.
- Support local charities by donating time e.g. worker participation in volunteering days.
- Look to provide sponsorship or monetary donations to local charities, sports clubs, societies, youth groups, community centres, or other.

ENVIRONMENTAL - WE WILL:

- Comply with all laws governing the environment.
- Strive to better understand both the direct and indirect impact that our practices may have on the environment.
- Minimise or offset our impact on the environment.
- Work towards the conservation of energy, water and **resources** in all our operations.
- Dispose of waste thoughtfully, and follow the waste hierarchy of 'Avoid, Reduce, Reuse, Recycle'.
- Lessen our environmental impact by purchasing environmentally-friendly products and services.
- Take steps to continually improve environmental performance.
- Protect and support biodiversity.
- Conduct audits, evaluations, and self-assessments of the implementation of this policy.
- Work with our suppliers in order to gain mutual benefits of incorporating environmentally sustainable goals into everyday business.
- Be an environmentally responsible neighbour in our community.
- Promote environmental awareness throughout all operations of the company.
- Foster a sustainably aware culture, where responsibility is assigned and understood by all.
- Encourage participation and train workers in environmental and social matters.

ECONOMICAL - WE WILL:

- Integrate sustainability into our existing business model, accounting and reporting.
- Add value to our products and services to support sustainability markets.
- Reduce operating costs through improved resource management e.g., water, waste, consumables, energy, carbon, processes and worker engagement.
- Manage risk of operational disruptions e.g. product scarcity, climate change impact, or community risks.
- Reduce company reputation risks.

WHSE COMMITMENT POLICY

Maintain It Australia Pty Ltd are uncompromising in our commitment to the health and safety of our people, contractors, customers, and community and we acknowledge our responsibility to minimise the impact of our operations on the environment.

Through the ongoing development and execution of our Work Health Safety & Environment (WHSE) Strategic Plan, we are totally committed to establishing, maintaining, and continually improving our systems, our workplaces and our people to ensure:

- An 'informed' culture, supported by knowledge about human, technical, organisational and environmental factors;
- A 'just' culture, driven by accountability, commitment and involvement at all levels;
- A 'reporting' culture, predicated by a psychologically safe work environment;
- A 'learning' culture, sustained by consultation, participation and training, ensuring continuous improvement;
- A resilient, 'flexible' and adaptive culture, focused on appropriate control over work and employee health and well-being.

WE WILL ACHIEVE THIS BY:

- Eliminating or mitigating WHSE hazards and reducing risk to provide safe and healthy working conditions in all areas we operate;
- Complying with applicable WHSE Legislation, Standards, Codes of Practice and Industry best practice;
- Continually improving our WHSE management systems in accordance with AS/NZ ISO 9001;
- Establishing detailed WHSE objectives and annual targets, underpinned by leading performance indicators;
- Promptly reporting all hazards, incidents & injuries and applying corrective actions to prevent recurrence;
- Empowering our people to stop work that is unsafe;
- Promoting safe behaviours and challenging unacceptable behaviours through honest and open conversations;
- Preparing our people for success through the provision of information, instruction, training, supervision and support;
- Consulting and involving our people and contractors in the development and management of WHSE, ensuring participation from all of our people;
- Establishing clear lines of responsibility, accountability and authority;
- Providing our people support services and well-being initiatives beyond the immediate workplace.

Our values reflect who we are and the way we work, every shift, every day.

We are totally committed to safety.

BRETT RITCHIE

Managing Director
Maintain It Australia Pty Ltd





MAINTAIN IT
AUSTRALIA

Together, we're not just cleaning spaces; we're enhancing environments.

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SERVICING SOUTH EAST QUEENSLAND

WORKCOVER INSURED | PUBLIC LIABILITY INSURED