

MAINTAIN IT AUSTRALIA

COMMERCIAL CLEANING, RESTORATION SERVICES
& EMERGENCY MAKE SAFES

CAPABILITY STATEMENT



MAINTAIN IT
AUSTRALIA

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WELCOME MESSAGE

Welcome to Maintain It Australia, where dedication to excellence underpins every service we deliver - from commercial cleaning to emergency make safes and restoration solutions. With over 20 years of industry experience, we've earned a reputation for reliable results and long-standing partnerships built on trust. Our diverse team of experts is united by a commitment to innovation, sustainability, and genuine care for our clients. We believe in more than just meeting expectations; we strive to exceed them.

Together, we're not only protecting and restoring properties but also creating cleaner, safer environments that leave a lasting impact 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 trusted, locally owned company delivering Commercial Cleaning, Restoration Services, and Emergency Make Safes throughout South East Queensland. Backed by more than 20 years of hands-on experience, we bring professionalism, reliability, and care to every project.

Our team provides tailored solutions across diverse industries, from comprehensive commercial cleaning, pressure washing, and at-height window services, to urgent make safes and complex restoration projects. Whether it's scheduled maintenance or rapid response, we ensure properties remain safe, functional, and well-presented.

We offer both planned and ad-hoc services, designed to minimise disruption and maintain seamless operations. Our proactive approach anticipates issues before they arise, while our 24/7 responsive team delivers peace of mind when the unexpected happens.

What sets us apart is our people: highly trained, fully certified professionals committed to safety, sustainability, and exceptional results. With strict standards, eco-friendly practices, and strong client partnerships, we go beyond maintaining properties — we enhance environments and build trust every step of the way.

OUR VALUES

Excellence & Reliability - We deliver consistent, high-quality outcomes you can depend on — every project, every time.

Client Partnership - We prioritise strong, collaborative relationships and tailor our solutions to meet each client's unique needs.

Safety First - We uphold the highest workplace health and safety standards, protecting our people, clients, and communities.

Sustainability - We minimise environmental impact through responsible practices, non-toxic products, and sustainable solutions.

Responsiveness - We act quickly and decisively, ensuring urgent needs are met without compromising on quality.

OUR TEAM

Our success is built on the expertise of a dedicated team with deep experience across restoration, cleaning, and construction. Highly trained and industry certified, they bring professionalism, skill, and care to every project. Supported by a capable management group and trusted suppliers, we foster strong relationships that ensure consistency and reliability in everything we do.

Health, safety, and compliance remain at the core of our operations, with every team member committed to delivering work of the highest standard. Just as importantly, we select people for their professionalism and client-first attitude. Through ongoing training and development, we stay ahead of industry best practice and innovation, equipping us to solve complex challenges quickly and effectively. Whether responding to emergencies or carrying out routine maintenance, our collaborative approach and attention to detail guarantee outstanding 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



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



RESTORATION SERVICES



EMERGENCY MAKE SAFES



PRESSURE CLEANING



WINDOW CLEANING & ABSEILING



END-OF-LEASE WORKS



BUSINESS DEFITS & STRIP OUTS



CONCRETE GRINDING



STEEL ACRO PROPS



TEMPORARY FENCING



OTHER SERVICES

COMMERCIAL CLEANING & FACILITY 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



COMMERCIAL CLEANING & FACILITY 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.



RESTORATION SERVICES

When disaster strikes, Maintain It Australia delivers restoration services that get your property back in shape—fast, safely, and with respect to lasting quality. Our restoration arm focuses on water damage, fire and smoke, trauma and crime scene cleanup, contents processing, and microbial remediation. We apply advanced technology, full documentation, and skilled trades to restore both structure and contents to pre-damage condition.

- Water extraction & flood damage cleanup
- Structural drying & moisture control
- Mould remediation & microbial removal
- Fire & smoke damage restoration (including soot & odour removal)
- Contents cleaning & processing (pack-out, cataloguing, storage, & return)
- Trauma, crime scene, & biohazard cleanup
- Storm & weather damage recovery (roof leaks, water ingress, fallen debris)
- Dehumidification & air quality management
- Sewage & black water cleanup
- Carpet and flooring drying
- Electronics and data equipment recovery
- Odour control & deodorisation
- Corrosion control & surface cleaning
- Temporary power, lighting, & climate solutions
- Insurance reporting & photographic documentation

WHY CHOOSE US FOR YOUR RESTORATION?

Choosing a restoration partner means trusting someone with your property, safety, timelines, and reputation. Maintain It Australia offers 24/7 emergency response for mitigation, detailed documentation for insurers, and certified, trained technicians who work to industry best practices. We leverage the latest drying, cleaning, and deodorisation technologies to reduce downtime and prevent secondary issues like mould, structural decay or odours.



Our process is thorough: from initial damage assessment, water or smoke category classification, moisture mapping, content inventory, to final restoration and validation. This approach aligns with the AS-IICRC S500:2025 guidelines and RIA standards—providing assurance to you and insurance partners.

Safety and compliance are in our DNA: full PPE, hazard containment, environmental waste management, safe removal of biohazards. We ensure risk is managed, clients and occupants are protected, and the restored environment is clean, safe, and compliant.



RESTORATION SERVICES WE OFFER



WATER DAMAGE & RESTORATION

Our water damage restoration service provides fast response for extraction, drying, dehumidification and mould prevention. Using advanced equipment and proven techniques, we minimise disruption, protect property and contents, and restore safety and integrity—available 24/7 to handle emergencies with precision.



FIRE & SMOKE DAMAGE RESTORATION

Our fire and smoke damage restoration service manages every stage—soot removal, odour treatment, surface repair and structural stabilisation. With specialised equipment and expertise, we restore safe, clean environments quickly, reducing downtime and helping you return to normal operations with confidence.



TRAUMA & CRIME SCENE

Our trauma and crime scene cleanup service delivers discreet, compassionate restoration while adhering to strict health and safety standards. We manage biohazard removal, sanitisation, containment and deodorisation, ensuring the environment is safe, respectful and fully restored.



CONTENTS PROCESSING

Our contents processing service restores and protects belongings affected by fire, water or smoke. Items are assessed, catalogued, cleaned, deodorised and stored where needed. With professional handling and advanced methods, we preserve as much as possible, ensuring valuables are returned safe and secure.



APPLIED MICROBIAL REMEDIATION

Our applied microbial remediation service eliminates mould, bacteria and harmful microorganisms using advanced techniques, antimicrobial agents and moisture management. By addressing contamination at the source, we restore healthy environments, safeguard occupants, and prevent future outbreaks.

EMERGENCY MAKE SAFES

Maintain It Australia is a trusted provider of 24/7 emergency Make Safe services across South East Queensland and Northern NSW. Our skilled team swiftly inspects properties, generates detailed insurance reports, and implements essential safety measures to secure homes and businesses. Services include roof tarping, securing windows and doors, isolating utilities, installing temporary fencing, and more. In addition to emergency response, we offer complete commercial defits, residential strip-outs, home repairs, and efficient rubbish removal—big and small.

OUR EMERGENCY MAKE SAFE SERVICES

01

EMERGENCY MAKE SAFES

Emergency make safes are a crucial service that helps business owners and homeowners make their properties safe and secure when unexpected events such as car accidents, water leaks, break-ins, collapses, or fires occur.

02

REPAIRS

We specialise in repairs work for insurance claims. Our team of licensed and qualified tradespeople are available to quickly and effectively fix any damage to our client's property.

03

RUBBISH REMOVAL

We offer a comprehensive range rubbish removal services. Whether regular waste collection, junk removal, or debris cleanup, our experienced team is here to assist with efficiency and professionalism.

04

STRIP-OUT/DEFITS

From residential strip outs to commercial defits, our team will carefully remove fixtures, fittings, and non-structural elements from properties, creating a clean slate for any renovation project.

05

TEMPORARY FENCING (BUY OR HIRE)

Managing a construction site, or securing a temporary perimeter, our high-quality temporary fencing solutions are designed to provide safety and peace of mind.

06

TARPS & ACRO PROPS

Our steel acro props offer a robust and reliable solution for temporary support for homes or businesses requiring them. We also offer high quality tarps that are built to withstand the harshest conditions.

NEED HELP? WE'RE EXPERTS!

The team tasked with emergency make safes may need to perform a variety of tasks, such as installing tarps on damaged roofs, boarding up broken windows or doors, or engaging plumbers to address water leaks. Their main goal is to secure the property quickly and effectively to prevent further damage and ensure the safety of the occupants until the repairs can be completed.

WE CAN HELP WITH:

- Accidental Damage
- Break & Enter
- Damaged or Fallen Fences
- Fallen Trees
- House & Property Fires
- Malicious Damage
- Storm Damage
- Temporary Fencing
- Flooding
- Hail Damage
- Water Damage



WHY CHOOSE MAINTAIN IT AUSTRALIA?

WE'RE YOUR TRUSTED PARTNER WITH A REPUTATION FOR RELIABILITY THAT'S COMMITTED TO EXCELLENCE. WITH EIGHT YEARS INDUSTRY EXPERIENCE ACROSS THE EAST COAST, LET MAINTAIN IT AUSTRALIA BE YOUR GO-TO PARTNER THIS STORM SEASON.



Swift Response: 24/7 emergency services for prompt action.



Expert Team: Experienced professionals ensure high-quality work.



Comprehensive Solutions: From make-safe to repairs, we handle it all.



Superior Workmanship: Meticulous attention to detail in every project.



Client Confidence: Assurance through professionalism and integrity.



Reliable Coordination: Seamless process from start to finish.



Trusted Partnerships: Collaborate with reputable subcontractors.



Fair Pricing: Competitive rates without compromising quality.



Reputable Reports: Unrivaled reports generated by true professionals.

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 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

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.

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