



**PLATINUM FINISH
SOLUTIONS**

C L E A N I N G

ENTERPRISE CAPABILITY PACKAGE

Commercial Cleaning & Facility Services
Sydney Metropolitan | Melbourne Metropolitan

CONFIDENTIAL CORPORATE DOCUMENT

Document Overview

This Enterprise Capability Package has been prepared to present Platinum Finish Solutions Pty Ltd as a professional, systems-driven commercial cleaning and facility services partner for larger organisations, procurement teams and facility stakeholders.

| Section | Purpose | Procurement Value |
|----------------------------|---|--|
| Executive Summary | Defines the company positioning and operational philosophy. | Establishes credibility and fit for enterprise environments. |
| Capability Snapshot | Summarises service areas, capabilities and operating model. | Allows decision makers to quickly assess compatibility. |
| Industries Served | Details the environments supported by the business. | Shows sector understanding and operational relevance. |
| Service Delivery Framework | Explains mobilisation, QA, reporting and communication. | Reduces perceived risk for large clients. |
| Compliance & Safety | Outlines WHS, insurance, induction and risk controls. | Supports procurement and contractor prequalification. |
| Case Studies | Shows practical examples of scope, challenge and outcomes. | Provides credibility and evidence of applied capability. |

Executive Summary

Platinum Finish Solutions Pty Ltd is a premium Australian-owned commercial cleaning and facility services provider delivering structured, scalable and compliance-focused operational servicing throughout Sydney Metropolitan and Melbourne Metropolitan regions.

The company has been developed to support professional environments where presentation standards, workplace hygiene, operational safety, contractor reliability and communication accountability directly influence stakeholder perception, compliance outcomes and the reputation of the organisation being serviced.

Platinum Finish Solutions operates as a facility services partner rather than a casual cleaning provider. The company focuses on documented scopes of work, structured checklists, digital job management, photo reporting where required, GPS time tracking, quality assurance processes, and clear communication pathways.

This systems-driven model allows the business to support single-site and multi-site environments while maintaining consistency, accountability and operational visibility for clients.

- Service regions: Sydney Metropolitan and Melbourne Metropolitan.
- Core sectors: commercial, corporate, medical, childcare, industrial, warehouse, factory, retail, real estate, strata, construction and emergency cleaning.
- Operating model: contract cleaning, ongoing facility support, periodic cleaning and specialised cleaning programs.
- Positioning: premium, detail-driven, eco-conscious and compliance-focused commercial cleaning.
- Differentiation: structured systems, photo reporting, GPS time tracking, documented checklists, and compliance focus.

Website reference: Platinum Finish Solutions describes its approach as “Eco-cleaning. Precisely delivered.” and highlights digital job management, photo reporting, GPS time tracking, checklists, structured communication and compliance-focused systems.

Director's Letter

At Platinum Finish Solutions, we understand that the environments organisations operate within directly influence customer confidence, staff wellbeing, workplace culture, compliance confidence and brand perception.

Our company was founded with the objective of delivering a higher standard of operational cleaning and facility support services built on professionalism, accountability, responsiveness and long-term consistency.

We recognise that modern organisations require significantly more than a basic cleaning contractor. They require a service partner capable of integrating into operational environments while maintaining presentation standards, communication systems, compliance awareness, safety standards and reliable service delivery.

Every site entrusted to our care is approached with operational discipline. We consider not only what needs to be cleaned, but how each environment functions, who uses it, what risks exist, what stakeholders expect, and what presentation standard the client needs to maintain.

Our objective is to build long-term partnerships founded on reliability, operational consistency, clear communication and professional service delivery.

Platinum Finish Solutions Pty Ltd
Commercial Cleaning & Facility Services

Company Snapshot

| Category | Details |
|---------------------|--|
| Company Name | Platinum Finish Solutions Pty Ltd |
| ABN / ACN | ABN 35 681 896 042 / ACN 681 896 042 |
| Industry | Commercial Cleaning & Facility Services |
| Service Areas | Sydney Metropolitan, NSW and Melbourne Metropolitan, Victoria |
| Insurance | \$20 million public liability insurance and workers compensation coverage as stated on company website |
| Operational Systems | Digital job management, photo reporting, GPS time tracking, checklists and structured communication |
| Core Sectors | Office, commercial, medical, childcare, factory, warehouse, construction, real estate, emergency response and specialised cleaning |
| Service Approach | Structured, detailed, eco-conscious, compliance-focused and presentation-driven |
| Client Model | Long-term operational partnerships and scalable service delivery |

Corporate Positioning

Platinum Finish Solutions is best positioned to the market as an operational facility services partner. This means the business is not competing only on cleaning tasks or price, but on reliability, safety, presentation standards, operational visibility and client confidence.

Service Regions

Platinum Finish Solutions provides commercial cleaning and facility support across metropolitan Sydney and metropolitan Melbourne. For larger commercial contracts, additional locations can be assessed based on operational requirements, staffing capability and scope complexity.

| New South Wales - Sydney Metropolitan | Victoria - Melbourne Metropolitan |
|--|---|
| <ul style="list-style-type: none"> Sydney CBD Greater Western Sydney Inner West Eastern Suburbs North Shore Northern Beaches South-West Sydney Hills District St George and Sutherland regions Commercial and industrial precincts | <ul style="list-style-type: none"> Melbourne CBD Inner Melbourne Eastern suburbs Western growth corridors Northern growth corridors South-East growth corridors Bayside regions Commercial precincts Industrial precincts Logistics and warehouse corridors |

The service model is designed to support both single-site contracts and multi-site portfolios requiring consistent reporting, communication, mobilisation and quality assurance standards.

Industries Serviced

Platinum Finish Solutions services a broad range of commercial, public-facing, regulated, high-traffic and operationally sensitive environments. Each industry requires a different scope, risk profile, cleaning frequency and quality expectation.

| Industry | Typical Environments | Operational Focus |
|--------------------------------|---|---|
| Commercial & Corporate Offices | Corporate offices, professional suites, business parks, shared workspaces, headquarters | Workplace presentation, amenities, kitchens, meeting rooms, staff areas and executive presentation. |
| Medical & Healthcare | Medical centres, GP clinics, allied health, treatment rooms, specialist suites | High-touch-point sanitation, cross-contamination awareness, clinical presentation and hygiene-sensitive procedures. |
| Childcare & Education | Long day care, early learning, kindergartens, education facilities | Infection prevention, child-safe cleaning awareness, bathrooms, floors, toys and family-facing presentation. |
| Factory & Warehouse | Factories, logistics sites, warehouses, storage facilities, industrial parks | High-traffic cleaning, amenities, staff areas, floor presentation, dust control, safety-conscious cleaning and operational hygiene. |
| Retail & Customer Facing | Showrooms, service centres, retail stores, gyms, customer-facing sites | Front-of-house presentation, customer perception, amenities, glass, floors and daily presentation standards. |
| Construction & Development | New builds, fit-outs, renovations, handovers, display suites | Builder cleans, final cleans, defect support, practical completion readiness and settlement presentation. |
| Real Estate & Property | Vacant properties, inspections, leasing, sale campaigns, end-of-lease | Turnover presentation, inspection readiness, detail cleaning and stakeholder confidence. |
| Strata & Common Areas | Residential buildings, lobbies, lifts, amenities, common corridors | Resident experience, foyer presentation, high-touch surfaces, lift areas and shared facility upkeep. |
| Emergency Cleaning | Urgent clean-ups, after-hours support, incident response | Rapid response, operational restoration, safety-focused cleaning and minimised downtime. |

Sector Capability - Commercial, Medical & Childcare

Commercial & Corporate Offices

Corporate environments require consistent presentation, minimal disruption and a service provider that understands workplace standards. Cleaning is a direct reflection of the business, particularly in reception areas, meeting rooms, bathrooms, kitchens and shared staff spaces.

- Daily or scheduled office cleaning
- Boardroom and meeting room presentation
- Kitchen and staff amenities servicing
- Bathroom hygiene and consumables monitoring
- Glass, touchpoints, desks and shared surfaces
- After-hours servicing to minimise disruption

Medical & Healthcare Facilities

Healthcare environments require a disciplined approach to hygiene, risk awareness and presentation. Platinum Finish Solutions supports medical environments through hygiene-sensitive servicing, high-touch-point disinfection and operational procedures aligned to healthcare expectations.

- Treatment room cleaning support
- Reception and waiting room presentation
- High-touch-point sanitation
- Bathroom and clinical amenities servicing
- Infection control awareness
- Professional conduct around patients and staff

Childcare & Educational Facilities

Childcare cleaning requires consistency, care, hygiene awareness and high trust. Families judge a centre not only by education and staff, but by the visible cleanliness and condition of the environment.

- Daily sanitation and presentation cleaning
- Bathroom and nappy-change area hygiene support
- High-touch-point cleaning
- Floor care and food area cleaning
- Child-safe operational awareness
- Outbreak or enhanced infection control support where required

Sector Capability - Industrial, Retail & Construction

Factory & Warehouse Facilities

Industrial, factory and warehouse environments require cleaning solutions that are practical, safety-aware and aligned to operational workflows. These sites often include high foot traffic, dust movement, staff amenities, loading areas, warehouse floors, offices and mixed-use operational zones.

- Warehouse and logistics facility cleaning
- Factory staff amenities and lunchroom servicing
- High-traffic floor presentation and maintenance
- Office and administration area cleaning within industrial sites
- Loading zone and operational area presentation support
- Dust, debris and general facility upkeep within agreed scope
- Cleaning programs designed around site access, safety and operational requirements

Retail, Gyms & Customer-Facing Facilities

Customer-facing facilities require presentation standards that influence the buying experience, member confidence and overall brand perception. Cleaning must be consistent, visible in its results and responsive to high-use areas.

- Front-of-house presentation cleaning
- Change rooms and amenities
- Retail floors and showrooms
- Glass and entrance presentation
- High-touch sanitation
- After-hours or low-disruption service scheduling

Construction & Development Projects

Construction and handover environments require attention to detail, deadline awareness and the ability to support builders, developers and project managers during final stages of completion.

- Initial and final builder cleans
- Post-construction detail cleaning
- Practical completion and handover preparation
- Defect support cleaning
- Display suite and presentation cleaning
- Settlement and client inspection readiness

Service Capability Matrix

The following matrix summarises the major service categories Platinum Finish Solutions can provide or structure into a site-specific service agreement.

| Service Category | Capability | Typical Application |
|-----------------------------|--|---|
| Routine Cleaning | Scheduled daily, weekly or custom cleaning programs. | Offices, childcare, medical, retail, strata and industrial sites. |
| High-Touch Sanitisation | Focused disinfection of handles, switches, rails, shared surfaces and touchpoints. | Medical, childcare, gyms, offices and high-traffic areas. |
| Amenities & Washrooms | Bathrooms, changerooms, staff amenities, consumable monitoring and hygiene presentation. | Commercial, industrial, retail, strata and childcare sites. |
| Floor Care | Vacuuming, mopping, scrubbing, buffing and hard floor presentation support. | Offices, warehouses, gyms, retail and common areas. |
| Glass & Detail Cleaning | Internal glass, entry presentation, partitions and visible detail areas. | Offices, retail, gyms, foyers and property presentation. |
| Builder & Handover Cleaning | Post-construction cleaning, defect support and final presentation. | Developments, fit-outs, renovations and new builds. |
| Real Estate Cleaning | Vacant property cleans, inspections, end-of-lease and sale presentation. | Property managers, agents, landlords and investors. |
| Emergency Cleaning | Rapid response cleaning support and urgent operational restoration. | Commercial, public-facing and high-risk environments. |
| Consumables Support | Monitoring and restocking of hygiene consumables where included in scope. | Bathrooms, staff amenities and high-use facilities. |

Service Delivery Framework

Platinum Finish Solutions uses a structured service delivery framework to ensure each contract is planned, implemented and managed with clear responsibilities and measurable service expectations.

| Stage | Purpose | Outcome |
|----------------------|---|---|
| 1. Site Review | Assess the facility, risk profile, traffic patterns, access, cleaning standards and stakeholder expectations. | Clear understanding of operational requirements. |
| 2. Scope Development | Prepare a customised scope outlining areas, frequencies, responsibilities, inclusions and exclusions. | Defined service expectations and reduced ambiguity. |
| 3. Mobilisation | Allocate staff, establish access, complete inductions, prepare checklists and schedule commencement. | Controlled transition and service readiness. |
| 4. Service Delivery | Deliver cleaning according to scope, checklists and schedule. | Consistent operational execution. |
| 5. Quality Assurance | Conduct supervisor reviews, inspections, reporting and issue management. | Ongoing accountability and standard control. |
| 6. Review & Improve | Use feedback, reporting and audits to improve performance over time. | Long-term partnership and continuous improvement. |

Built on Structure, Not Just Cleaning

The company website identifies digital systems as a major part of the Platinum Finish Solutions difference, including digital job management, photo reporting, GPS time tracking, checklists, structured communication and compliance-focused processes. These systems support accountability, consistency and visibility.

Mobilisation & Transition Plan

Transitioning cleaning providers can create operational risk for large organisations. Platinum Finish Solutions reduces this risk through a staged mobilisation process designed to provide continuity, clarity and stable commencement.

| Mobilisation Item | Detail |
|---------------------|--|
| Pre-Start Meeting | Confirm site expectations, communication contacts, access requirements, trading hours, sensitive areas and priority standards. |
| Scope Confirmation | Validate task lists, frequencies, inclusions, exclusions, consumables, periodic tasks and reporting expectations. |
| Staff Allocation | Assign suitable staff based on site requirements, location, timing, safety requirements and complexity. |
| Site Induction | Complete access procedures, safety awareness, equipment locations, chemical requirements and emergency expectations. |
| Initial Deep Clean | Where required, complete an initial deep clean to bring the site to a high baseline standard before maintenance cleaning. |
| Commencement Period | Monitor early service delivery closely, respond to feedback and stabilise expectations during the first service period. |
| Review Meeting | Confirm whether scope, frequency or staffing needs adjustment once the service is operating. |

Transition Objective

The objective is to move from incumbent provider or current condition to a stable, documented and accountable service model with minimal disruption to the client's operations.

Quality Assurance & Performance Management

Quality control is one of the most important differentiators in the commercial cleaning industry. Platinum Finish Solutions positions quality assurance as an ongoing management function rather than a one-off inspection.

- Documented scopes of work and structured task checklists
- Regular supervisory reviews and quality inspections
- Photo verification where required or requested by the client
- Defect reporting and rectification tracking
- Client feedback loops and communication logs
- Performance reviews against agreed service expectations
- Ongoing adjustment of scope where operational needs change

Example Quality Performance Indicators

| KPI Area | Measure | Purpose |
|------------------------|---|--|
| Attendance Reliability | Service completed according to agreed schedule. | Ensures operational continuity. |
| Inspection Results | Supervisor or client inspection scores. | Measures cleaning quality and consistency. |
| Issue Response | Time taken to acknowledge and action issues. | Improves client confidence and accountability. |
| Defect Closure | Resolution of identified cleaning defects. | Ensures problems are tracked to completion. |
| Communication Quality | Clarity and responsiveness of communication. | Supports long-term partnership performance. |
| Safety Compliance | Adherence to site safety procedures and PPE. | Reduces contractor risk. |

Technology, Reporting & Communication

Large organisations require operational visibility. Platinum Finish Solutions supports transparency through communication structures and digital job management practices that improve accountability and reduce uncertainty.

Digital Job Management

Structured job allocation, task visibility and service accountability.

Photo Reporting

Visual evidence of completed tasks, defects, before-and-after standards or issue resolution where required.

GPS Time Tracking

Supports attendance accountability and operational confidence for scheduled site visits.

Structured Communication

Clear escalation pathways, updates, feedback handling and issue documentation.

These systems are designed to provide clients with confidence that tasks are allocated, work is completed, issues are recorded, and management has visibility across service delivery.

Health, Safety & Compliance

Platinum Finish Solutions places significant emphasis on workplace safety, contractor compliance and risk management. The company website states that the business holds \$20 million public liability insurance and workers compensation coverage, and operates in accordance with Australian WHS standards and industry compliance requirements, particularly for medical, childcare and high-traffic environments.

Compliance and Safety Framework

- Safe Work Method Statements (SWMS)
- Workers compensation coverage
- \$20 million public liability insurance
- PPE procedures and site safety awareness
- Hazard identification and incident reporting
- Chemical handling and SDS awareness
- Staff induction processes
- Working with Children Checks where required
- Police checks where required by client or site
- Infection control and high-touch disinfection capability
- Access and security procedure compliance

Client Risk Reduction

The purpose of the safety and compliance framework is to reduce contractor risk for the client while ensuring cleaners operate safely, professionally and in accordance with site-specific procedures.

Sustainability & Environmental Responsibility

The Platinum Finish Solutions philosophy is built around the Three S's: Sustainable, Skilled and Safe. This provides a strong platform for corporate clients looking for a cleaning partner that understands both service performance and environmental responsibility.

Sustainable

The company focuses on environmentally responsible practices and efficient systems that improve performance over time. This includes responsible chemical use, efficient resource utilisation, waste minimisation awareness and reducing unnecessary consumable waste where practical.

Skilled

Trained teams deliver consistent and professional results supported by structured processes, digital systems, checklists and clear communication.

Safe

Safety is treated as non-negotiable, with WHS compliance, infection control awareness and risk management procedures supporting clients, staff and the public.

Environmental Practices

- Responsible chemical selection and use
- Reducing unnecessary waste
- Efficient cleaning methodologies
- Consumable monitoring and reduction of wastage
- Environmentally conscious procedures where site requirements allow
- Sustainable long-term service planning

Industry-Specific Cleaning Standards

Different industries require different cleaning standards. Platinum Finish Solutions develops scopes based on industry needs rather than applying one generic cleaning schedule to every site.

| Sector | Key Cleaning Risks | PFS Response |
|---------------------|--|--|
| Medical | Cross-contamination, patient perception, hygiene-sensitive surfaces. | High-touch sanitation, clinical presentation awareness and structured checklists. |
| Childcare | Illness spread, bathroom hygiene, family trust, child-safe environments. | Daily sanitation, high-frequency touchpoints, careful product use and consistent routines. |
| Office | Staff morale, client perception, amenities hygiene, dust and waste. | After-hours servicing, detail presentation, amenities maintenance and workplace consistency. |
| Factory & Warehouse | Dust, debris, high traffic, operational safety, staff amenities. | Practical industrial cleaning programs, safety awareness and scheduled maintenance. |
| Retail/Gym | Customer confidence, sweat, high-use amenities, visible presentation. | Front-of-house presentation, change room hygiene, floor care and high-touch sanitation. |
| Construction | Dust, debris, defects, tight deadlines, handover presentation. | Builder cleans, final detail cleaning and completion-focused scheduling. |

Why Platinum Finish Solutions

Most cleaning providers speak about reliability and attention to detail. Platinum Finish Solutions strengthens this promise through systems, reporting, communication, compliance focus and sector-specific understanding.

Structured Operational Systems

Digital job management, checklists, reporting procedures and scope documentation support consistent service delivery.

Presentation-Focused Service

The company understands that facility presentation directly impacts brand perception, customer experience and workplace culture.

Compliance-Conscious Delivery

WHS, insurance, PPE, risk awareness and infection control capability support high-risk and professional environments.

Multi-Site Scalability

Processes can be applied across portfolios, allowing clients to maintain consistency across locations.

Responsive Communication

Structured communication and escalation pathways help clients resolve issues quickly and professionally.

Long-Term Partnership Mindset

The business is positioned to support ongoing facility presentation rather than one-off transactional cleaning.

Procurement Compatibility

For larger companies and procurement departments, the suitability of a cleaning provider is determined by more than price. Key assessment areas include risk, compliance, reliability, communication, scalability, documentation and operational maturity.

| Procurement Requirement | How Platinum Finish Solutions Supports It |
|-------------------------|--|
| Insurance and WHS | Public liability, workers compensation and WHS-aligned practices as stated by the company. |
| Service Reliability | Structured schedules, GPS time tracking, job management and documented scopes. |
| Quality Control | Checklists, photo reporting, supervisor reviews and defect rectification processes. |
| Communication | Structured communication pathways and clear escalation processes. |
| Sector Experience | Services cover medical, childcare, commercial, construction, industrial and high-traffic environments. |
| Scalability | Sydney and Melbourne metropolitan coverage with capacity to assess larger commercial contracts. |
| Risk Management | Site inductions, access procedures, PPE, hazard awareness and incident reporting. |

Case Study Examples

The following examples demonstrate how Platinum Finish Solutions can structure service delivery around different operational environments. Client names can be inserted where approved.

| Client Type | Challenge | Scope | Outcome |
|-------------------------------------|---|--|--|
| Childcare Facility - Sydney NSW | High family-facing presentation expectations and hygiene-sensitive daily operations. | Daily cleaning, bathrooms, high-touch points, floors, staff areas and enhanced sanitation when required. | Improved daily presentation, consistent hygiene standards and stronger centre presentation for families. |
| Commercial Office - Melbourne VIC | Need for reliable after-hours servicing without workplace disruption. | Office cleaning, meeting rooms, kitchens, amenities, waste and shared spaces. | Professional workplace presentation, reduced disruption and improved consistency. |
| Factory & Warehouse - Melbourne VIC | High-traffic operational areas, dust movement, staff amenities and safety requirements. | Warehouse offices, staff rooms, bathrooms, floors, entry presentation and agreed industrial zones. | Cleaner staff facilities, improved presentation and operationally practical maintenance routine. |
| Construction Handover - Sydney NSW | Tight practical completion deadlines and final presentation requirements. | Builder clean, detail clean, defect support and handover presentation. | Improved handover readiness, better presentation for client inspections and project completion support. |
| Medical Centre - Sydney NSW | High-touch surfaces, patient-facing presentation and hygiene-sensitive areas. | Waiting room, consulting rooms, amenities, reception, touchpoints and periodic detail cleaning. | Improved patient perception, hygiene confidence and presentation consistency. |

Recommended Tender & Compliance Appendices

For major corporate tenders, this capability package should be supported by a compliance appendix. These items can be attached when available or requested by the client.

- Certificate of Currency - Public Liability Insurance
- Workers Compensation Certificate
- Company registration and ABN/ACN details
- Safe Work Method Statements
- Chemical register and Safety Data Sheets
- Employee induction checklist
- Site-specific cleaning scope template
- Quality assurance audit template
- Incident report template
- Complaints and escalation procedure
- Working with Children Check evidence where applicable
- Police check evidence where required
- Environmental policy or sustainability statement
- Modern slavery or supplier code acknowledgement if requested by large clients

Document Control Recommendation

For tender submission use, this package should include a version number, issue date, prepared by, approved by and review date. This improves professionalism and makes the document easier for procurement teams to file and assess.

PLATINUM FINISH SOLUTIONS PTY LTD

Commercial Cleaning & Facility Services

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Commercial | Medical | Childcare | Retail | Strata | Construction | Factory | Warehouse



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