



# 360 FACILITIES SERVICES

Company Overview and Capability Statement

# About Us

360 Facilities was founded to cut out the middleman. The facilities and cleaning industry has long suffered from a lack of visibility, accountability, and genuine connection between the company holding the contract and the people actually delivering the service.

In many cases, Tier 1 Facility Management providers engage Tier 2 contractors who then subcontract the work again to local operators. These local contractors often engage individuals under ABNs, meaning the primary contract holder has no direct relationship with the technicians or cleaners representing their brand every day.

360 Facilities was created to change that. We deliver direct, transparent facility management and cleaning solutions self-performed, accountable, and supported by real-time proof-of-service technology. Every cleaner, technician, and manager representing 360 is known, trained, and supported, ensuring the highest standards of quality, safety, and reliability.

This layered subcontracting model dilutes responsibility, inflates costs, and erodes quality leaving clients in the dark about who is maintaining their facilities.

## Snapshot of our Key Clients

Perspective we clean 120 Adelaide Ovals each day



<b>430</b> Cleaning Staff	<b>529,392</b> Floor Area m2
<b>\$11.2M</b> Per Annum Revenue	<b>62</b> Clents
<b>1245</b> Cleaning Hours	<b>690</b> Assets Serviced

## YOUR PREMIER FACILITIES CLEANING PROVIDER

360 provides facilities management and cleaning services to over 690+ assets. Our extensive experience spans various contract durations and complexities, showcasing adaptability and consistent cleanliness. 360 excels in managing specialised cleaning needs, from deep cleaning to responsive cleaning for unforeseen incidents.

### Specialised Solutions, Cost-Effective Excellence

- » We provide tailored, cost-effective cleaning solutions without compromising quality.

### Innovation at Our Core

- » Innovation is integral to 360. We embrace cutting-edge technologies to enhance our services.

### Environmental Sustainability

- » We're committed to environmental responsibility, employing eco-friendly practices across all operations.

### Market Presence and Diverse Portfolio

- » With a significant market presence, we tackle projects of all sizes across various sectors.

### Excellence Across Industries

- » 360's experts excel in diverse sectors, ensuring top-quality service that consistently surpasses industry standards.

We are your trusted partner for cleaning excellence, innovation, and sustainability. We deliver cost-effective, specialised solutions across sectors, backed by a commitment to environmental responsibility and innovation.

## Industry Expertise

### Commercial Cleaning Sectors

- » Property & Facilities Assets
- » Private & Public Schools
- » Financial Institutions
- » Government
- » Health and Aged Care
- » Shopping Centres
- » Warehousing and Distribution
- » Retail

### General Cleaning

- » Hospitality Cleaning
- » Commercial kitchen cleaning
- » Hygiene and washroom cleaning
- » Public amenities and restroom cleaning

### Specialist Services

- » Carpet and soft furnishings cleaning
- » Hard floor surface maintenance including strip and seal
- » Deep cleaning
- » Forensic cleaning
- » Commercial car parks
- » Pressure cleaning
  - o Soft Washing
  - o Power Wash
- » Windows Cleaning
  - o Water fed Pole
  - o Abseiling
- » Restoration Flood and water damage extraction

### Facility Management Services

- » Waste management
- » Pest control
- » Grounds maintenance
- » Graffiti removal
- » Testing and tagging
- » Anti-viral and decontamination
- » Slip testing
- » Sharps removal





# DEFINED BY THE COMPANY WE KEEP

360 is the top choice for corporate and government clients seeking exceptional cleaning and facility services for their buildings. Trusted by facility managers responsible for Australia's prestigious and iconic properties, we uphold the quality and standards of excellence you expect.

Our commitment to excellence and sustainability ensures the highest caliber for your environment. At 360, our reputation is built on serving esteemed clients with unwavering dedication and unmatched service.

## Snap Fitness



## Woolworths



## Sofitel Hotels

### Sophia Huyen

Services Australia Centrelink - Site Manager

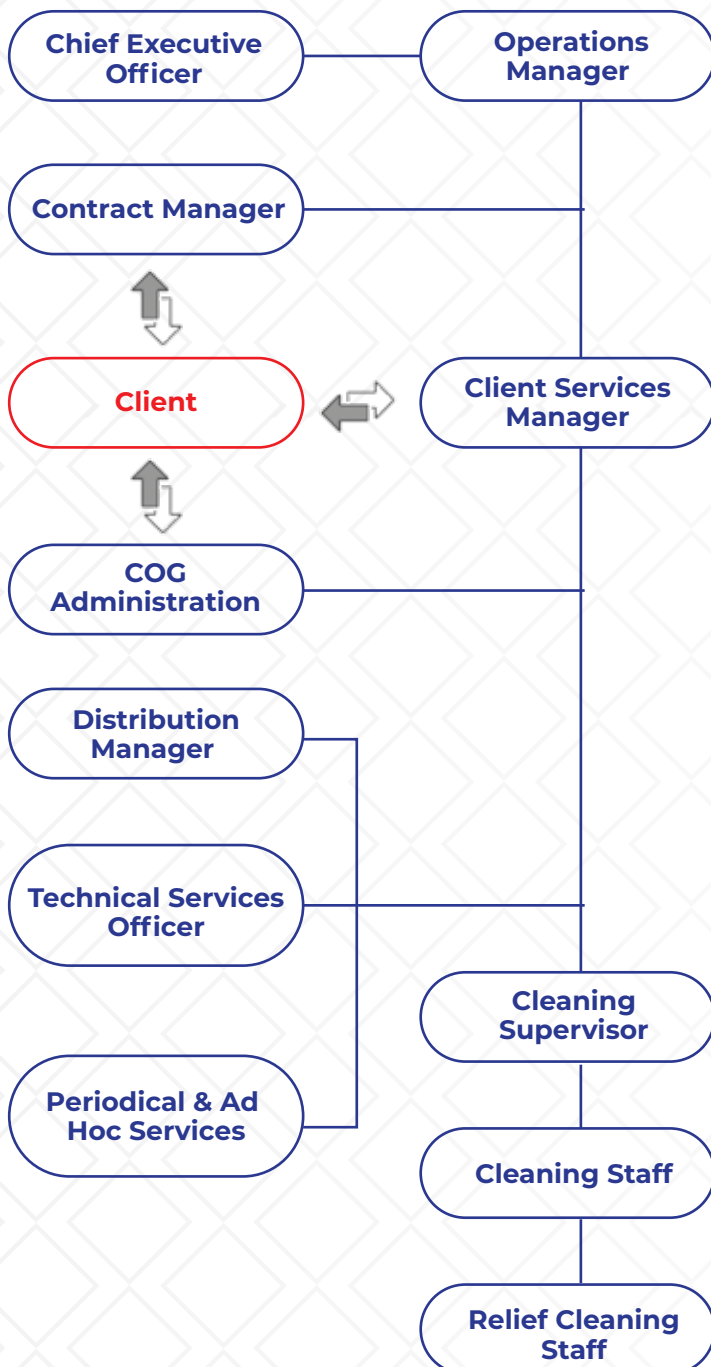
*"Could you please pass on my thanks to for the exceptional service they have given today. Damien Mills attended our site yesterday to conduct a regular audit. When I advised him that Minister Reynolds would be visiting our site the following day, He immediately organised for extra cleaning to be carried out. Our regular cleaner was given an extra four hours on top of his normal two hours to clean the office and pay particular attention to doorknobs, doors etc. A carpet dry clean was organised and the windows washed inside and out early this morning. The site is looking sparkling clean and smelling really fresh. We really appreciate the effort that all of the cleaners went to this was organised"*

# Simplicity: The Key to Our Success

Efficiency through a flat contract management structure is a cornerstone of our approach to cleaning contracts. We maintain an open-door policy, fostering direct and daily communication between our Chief Executive Officer, Operations Manager, Client Service Managers and our dedicated team overseeing contracts, all working on the same office floor.

This close-knit interaction ensures that decision-making is streamlined, information flows seamlessly, and any issues related to cleaning are addressed promptly. Our commitment to maintaining these open lines of communication not only enhances the efficiency of our cleaning services but also strengthens our ability to meet the unique and high standards of institutions. This collaborative approach is key to our success in delivering exceptional cleaning outcomes.

## Contract Management Structure



In executing each contract the following snapshot provides an overview of the supporting roles for your contract.

### Chief Executive Officer (CEO)

- » Collaborates with CEO and managers to ensure operational excellence.
- » Sets strategic goals and objectives.

### Operations Manager (OM)

- » Provides strategic oversight to align with 360's overarching goals.

### Contract Manager (CM)

- » Oversees day-to-day operations, ensuring precise adherence to contractual obligations and expectations.

### Client Service Manager (CSM)

- » Ensures seamless alignment of service delivery with contract specifications.
- » Acts as the linchpin of the contract management process.
- » Manages resource allocation.

### Distribution Manager (DM)

- » Manages logistics and consumables.

### Technical Services Officer (TSO)

- » Focuses on technical aspects, including maintenance of cleaning equipment.

### Central Operations Group (COG)

- » Oversees administrative functions to ensure smooth operations.

### Cleaning Supervisors (CS)

- » Supervise cleaning operations.

### Cleaning Operatives (C)

- » Execute cleaning duties.

# Unlocking Success, the Path to Contract & Field Management Excellence

360's industry success is driven by an unwavering commitment to excellence, evident in strategic investments in cutting-edge software, mobile apps, and specialised partnerships. This approach has revolutionised the complex contract delivery process, providing clients with unmatched efficiency, transparency, and high-quality service. 360's success is underlined by a continuous dedication to innovation, ensuring it remains at the forefront of the industry with streamlined operations and top-tier technological solutions.



## Geofenced Check-in

- » Defined Boundaries
- » Automatic Check-out
- » Duress Alarm
- » Authorised Cleaners



## QA Audits

- » Client Web Portal
- » Evidence SLA & KPI's
- » 100% Client Specific
- » Task confirmation



## Proof of Service

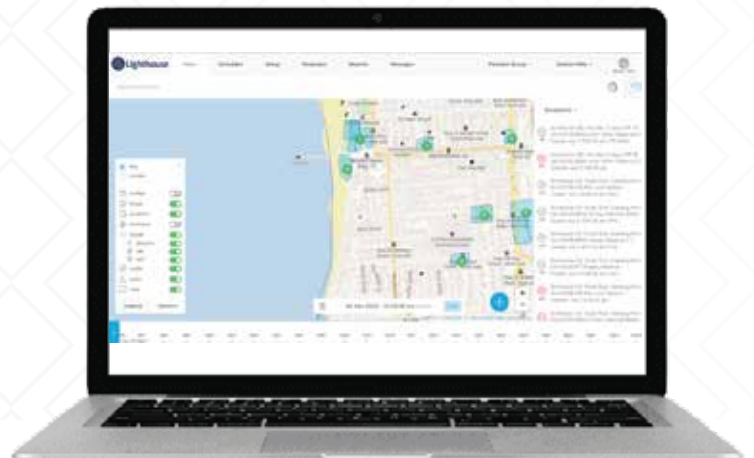
- » Date and time stamped
- » Unlimited media
  - > Photos
  - > Videos
- » Identify service issues

## 24x7 Central Operations Group



360's COG Central Operations Group, continuously monitor cleaner attendance in real-time, particularly between 4pm and midnight. Where cleaners are unable to attend, a cleaner will be substituted from our employee portal providing correct; induction details, security clearances and ability to attend site.

- » Live monitoring field activities
- » Rapid Response dispatching
- » 24 x 7 Help desk
- » Work Order request
- » Periodical Scheduling





# Chemicals & Supply Chain

## "Your Partner in Procurement Excellence"

### Environmentally Friendly Chemical Range

360's preferred chemical supplier is AGAR Chemicals. AGAR provides an extensive range of environmentally preferable products and are highly concentrated to reduce packaging, water cartage and freight. To ensure products are correctly diluted, Agar provide a variety of dispensing equipment which increases efficiency, reduces waste, and minimises cross contamination occurrences and OH&S risks. Spray bottles are colour and number coding products into eleven distinct categories. This provides staff with a simple and straightforward method for identifying chemicals, eliminating the risk of cross contamination and the misuse of products.



### Strategic Distribution Advantage

At 360, our commitment to excellence extends to every aspect of our operations, and it's exemplified by our National Distribution Centre. This state-of-the-art facility stands as a testament to our unwavering dedication to superior service and sets us apart from our competitors in significant ways. It allows us to efficiently manage and distribute cleaning products and equipment, ensuring timely deliveries and top-quality service that consistently surpasses industry standards. 360 National Distribution Centre isn't just a facility; it's a strategic advantage that underscores our position as a leader in the commercial cleaning and facilities management industry.

### National Distribution Centre Efficiency

- » Streamlines supply chain management.

### Rapid Response

- » Enables quick reaction to client needs

### Customisation

- » Tailors inventory management.

### Quality Control

- » Ensures product integrity

### Cost Savings

- » Reduces third-party logistics expenses.

### Environmentally Friendly Paper Range

With a mix of sugarcane pulp & mixed wood you don't have to sacrifice on quality when going green! Enviroplus Eco Paper are a forest friendly paper range that are perfect for any facility looking to reduce their carbon footprint without sacrificing on high quality paper products!

- » 2 Ply 400 Sheet Toilet Tissue
- » 2 Ply 700 Sheet Toilet Tissue
- » Slimline Hand Towel
- » 2 Ply 300m Jumbo
- » 1 Ply 500m Jumbo
- » 80M Roll Towel



### Bin Liners

Our Enviroplus range of compostable biodegradable bin liners are the ideal alternative to traditional plastic bags. The liner materials are derived from corn starch which will compost over time in home or commercial composting conditions. These eco-friendlier bin liners are available in 30L, 80L, 120L and 240L bags.

- » 30L Compostable Liner Red
- » 80L Compostable Liner Blue
- » 120L Compostable Liner Green
- » 240L Compostable Liner Purple



"At 360, we are firmly committed to sustainability and environmental responsibility. Whenever possible, we prioritise the use of products and solutions certified by GECA (Good Environmental Choice Australia), reinforcing our dedication to eco-friendly practices and contributing to a greener, more sustainable future."



## Modern Slavery

In Australia, the cleaning sector poses a notable risk for modern slavery. As a major employer in this sector, we fully acknowledge our responsibility to eradicate any trace of modern slavery within our organisation and supply chain. We prioritise ethical employment practices and responsible procurement. To safeguard against human rights violations, we've implemented comprehensive policies, procedures, and resources. Our commitment extends to our partners and contractors, who are mandated to provide their own Modern Slavery Policies and procedures. Regular audits are conducted to ensure strict compliance. In our dedication to transparency and accountability, 360 voluntarily submitted its Modern Slavery Statement to the Australian Border Force register. We stand firm in our commitment to combat modern slavery and promote ethical practices throughout our operations."



Australian Government

**Fair Work**  
OMBUDSMAN

## Award Wages

At 360, we prioritise fair and equitable compensation practices for all our employees. We ensure that every member of our team receives remuneration in accordance with the Australian National Employment Standards (NES) and the applicable Cleaning Services Award MA000022. This commitment not only reflects our dedication to compliance with labour regulations but also demonstrates our respect for the rights and well-being of our workforce. 360 stands as a responsible employer, valuing the contribution of our employees and ensuring their compensation aligns with industry standards and legal requirements.

360's Internal Management Systems (IMS) embody excellence, driven by our commitment to quality, health, safety, and risk management, which are deeply ingrained in our core values. Our relentless dedication to these principles is underscored by international certifications, including ISO 9001 Quality, ISO 14001 Environmental and ISO 45001 Work Health & Safety. These certifications not only affirm our steadfast resolve but also attest to our unceasing pursuit of excellence and the well-being of our devoted employees and esteemed clients. Our systems go beyond mere processes; they are the very essence of our identity, shaping our actions, behaviours, and consistently delivering exceptional service.





# Indigenous Engagement



*"360 acknowledges and respects all ancestral lands of Australia's First Peoples We recognise the Elders; past, present, and emerging who are the traditional custodians of the land and part of the oldest surviving living culture on the planet."*

Recognising disparities in remote, regional, and disadvantaged areas, we are committed to fostering stronger engagement with Aboriginal and Torres Strait Islander communities. Our goal is to enhance employment opportunities, support career development, and positively impact individuals, families, and communities.

Equipped with the resources and communication strategies, we promote awareness, understanding, and respect for the rich histories, cultures, and contributions of Aboriginal and Torres Strait Islander peoples. We lead by example, embedding respect for these cultures throughout our organisation and nurturing enduring relationships. Our staff is encouraged and empowered to connect with Aboriginal and Torres Strait Islander individuals, organizations, and communities, fostering mutually beneficial and sustainable relationships.

The 360 Group is wholeheartedly committed to actively participating in National Reconciliation Week (NRW), strengthening bonds between the wider Australian community and Aboriginal and Torres Strait Islander peoples.

We are steadfast in bridging gaps and creating opportunities for change, fostering understanding and respect between Aboriginal and Torres Strait Islander Australians and non-Indigenous Australians. Additionally, we aim to raise awareness and provide training to companies seeking to embrace and respect the values, traditions, and cultures of Aboriginal and Torres Strait Islander peoples.

Our RAP serves as a guiding force in our journey towards reconciliation, ensuring that we don't just talk about diversity and inclusion but take concrete steps to make it a reality."



## Diversity and Inclusion

At 360 diversity and inclusion are fundamental to our core values. We proudly champion a diverse and inclusive workplace that encompasses individuals from all walks of life, including veterans, individuals with disabilities, and members of the LGBTQ+ community. Our commitment extends beyond our workforce to our engagement with communities and partners. We actively seek to build respectful and sustainable relationships with a wide range of

Through our actions and initiatives, we aim to bridge gaps, promote understanding, and create opportunities for change. We believe that diversity is not only a source of strength but also a catalyst for innovation and excellence.

At 360, we don't just embrace diversity and inclusion; we live and breathe them, ensuring that they remain at the heart of everything we do, fostering an environment where every individual, regardless of their background, feels valued, respected, and empowered.



# Inspire, Foster, Connect

*"To inspire innovation, foster growth, and create a brighter, more connected future for all through the pillars of Career, Community, and Cause"*



In 2023, 360 launched a four-year cadetship program, empowering Indigenous talent, nurturing skills, and cultivating Client Services Managers. Our mission is to provide meaningful employment and provide a platform to inspire fellow Indigenous Australians.

Our four-year program offers diverse qualifications and training:

- » **Certificate IV in Cleaning Operations**
- » **Certificate IV in Training and Assessor**
- » **Test and Tag Certification**
- » **Quality Assurance Auditing**
- » **Certificate IV in Work Health and Safety**
- » **Certificate III in Business Administration**

Our aim is not just technical expertise but also leadership, communication, and management, ultimately preparing indigenous youth for the pivotal role of a Client Services Manager in facilities management industry.



**Career**



At 360 we proudly support foodbank Australia, the nation's largest hunger relief charity. Our goal is to bolster our contribution to Foodbank through financial donations, regular volunteering, corporate partnerships, in-kind donations, and advocacy. By Doing so, we aim to make an even greater impact, helping foodbank provide vital meals to those in need and fighting hunger in our community.

For every new client 360 will additionally donate.

1     
**MEALS**

Connecting groups who need with those that and with teams that can Help.



**Community**



At 360, our commitment to the cause of Ronald McDonald House Charities is deeply rooted in compassion and community. Going beyond the provision of no-cost cleaning services, our active involvement in initiatives such as 'Meals from the Heart' underscores our dedication to nurturing a sense of belonging for families facing challenging times. By maintaining a hygienic and welcoming environment, we aim to create a space where families find solace and support amidst the difficulties that come with serious illness and injury.

Our partnership with RMHC is more than just about physical cleanliness, it's about fostering an atmosphere where love, care, and resilience prevail. The dedication reflected in our contributions echoes the shared commitment to providing comfort and a genuine home away from home for seriously ill children and their families. In collaboration with RMHC, we strive to build a haven that transcends the challenges, offering a warm sanctuary where families can find strength, connection, and the support they need during their difficult journey.

Together, 360 and RMHC create a powerful synergy that goes beyond corporate responsibility it's a heartfelt endeavor to make a meaningful impact on the lives of those who need it most. Through our combined efforts, we build a community where the values of love, care, and resilience serve as pillars of strength, fostering an environment where families can find hope and healing during their toughest moments.



**Cause**

# Keeping Pace in the "New Normal" Robotic

360 continues to lead in innovative solutions within the cleaning industry, notably through the integration of robotics into our service delivery operations. Recognising the transformative potential of robotics, we advocate for its benefits to both current and prospective clients. The implementation of robotics enables a strategic reallocation of cleaning time, allowing a heightened focus on areas that may be overlooked in traditional cleaning processes. This not only enhances the overall quality of service but also presents clients with the potential for significant cost savings of up to 15%. 360 remains committed to leveraging cutting-edge technologies to optimise efficiency, elevate service standards, and deliver unparalleled value to our clients.



*"Autonomous robots redefine cleanliness, ensuring an advanced, efficient facility."*

## Daily Cleaning Report

### CLEANING REPORT

Report #REX-0007-SCR-080823-9308108  
Start 08 Aug 2023 10:50:57 Australia/Melbourne  
End 08 Aug 2023 11:33:07 Australia/Melbourne



LIONS CLOUD  
BY LIONSBOT

Robot ID  
REX-0007-SCR

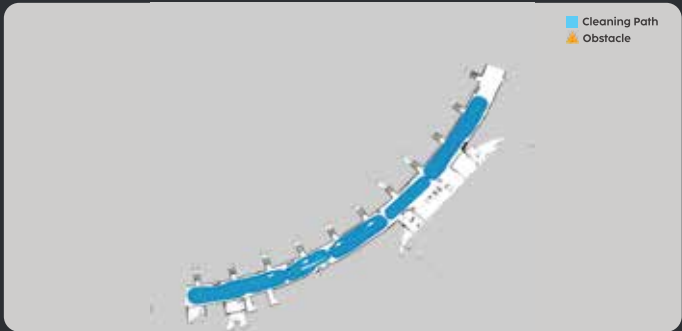
Robot Type  
Scrub

User  
Central Cleaning  
Supplies

Robot Name  
N.A

Site  
None

Map  
MCG2



### Cleaning Performance

Cleaning Coverage



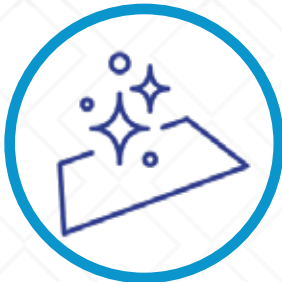
Cleaning Mode  
Custom 1

Cleaning Duration  
39 m 6 s

Area Cleaned  
1075.29 m<sup>2</sup>

Cleaning Efficiency  
1650.06 m<sup>2</sup>/h

Obstacles  
9



90% Cleaner surface



8 - 10 Faster Traditional Mopping



Upto 100% Improved Efficiency

## Reference:

<https://cmmonline.com/articles/gain-a-competitive-edge-with-robotic-cleaning>

[https://www.tennantco.com/en\\_us/blog/2022/01/cleaning-technology-trends-2022.html](https://www.tennantco.com/en_us/blog/2022/01/cleaning-technology-trends-2022.html)





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