



FACILITY MANAGEMENT SERVICES

"Your Complete Facility Maintenance Service Provider"



Commercial Cleaning



Commercial
Gardening & Ground
Maintenance

Waste Management
& Recycling



Sanitary &
Washroom Hygiene
Services



Our Services:

Building & Maintenance

Pest Control

Toilet Paper, towels, soaps, sanitises

Line Marking – Car Parks,
Warehouses

High Level Window Cleaning

High Level Dust Removal

Carpet Steam Cleaning

Hard Floor Maintenance

Non-Slip Flooring

High Pressure Steam Cleaning

"One Provider – One Account Manager – One Invoice"

Commercial Cleaning

Advanced Commercial Cleaning Services – Industry Leading

- Methodology
- Technology

Certified Quality & Accredited - ISO Integrated Management System

- ISO 90001 – Quality
- ISO 14001 – Environmental
- AS 4801 – Health & Safety

CUSTOMER SERVICE

The growth and success of AEC over the past 5 years is because we take pride in providing a high level of customer service & quality cleaning results. Our focus and commitment to Customer Service is the foundations on which AEC is built. This is demonstrated by our existing clientele and their overwhelming generous support for AEC over a long term.

This core value is paramount in all our employees and training is provided to all to ensure the utmost in customer service in all aspects of our business.

Customer Service Principles



REGISTRATION CERTIFICATE

The Certification Authority
of ICG Compliance Pty Ltd
Certifies that the following organisation

Advance Enviro-Clean

Client Number: 610C104

7 Sahra Grove, Carrum Downs Vic 3201, Australia

Has been assessed and found to be in accordance with the standards
ISO 9001: 2008 - Quality Management System

Certificate Issued:	14 th March 2013
This Certificate Expires:	13 th March 2016
Original Certificate Issued:	14 th March 2013

Scope of Registration: Provision of Contract Cleaning Services.


Authorized



ICG Compliance Pty Ltd
Level 3, 345 Queen Street, Melbourne 3000
PO Box 1200 Blacktown North, N.S.W. 2130
Website: icgnet.com.au

Accredited by the Joint Accreditation System - Australia New Zealand
Acc. Number: 0452200542

REGISTRATION CERTIFICATE

The Certification Authority
ICG Compliance Pty Ltd
Certifies that the following organisation

ADVANCE ENVIRO-CLEAN

Client Number: 610C104

7 Sahra Grove, Carrum Downs Vic 3201, Australia

Has been assessed and found to be in accordance with the standards
ISO 14001: 2004 - Environmental Management System
AS4801:2001 OHS Management System

Certificate Issued:	14 th March 2013
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Sustainable & Efficient Cleaning

Green and Sustainable Cleaning will reduce or eliminate the use of harmful chemicals and creates a cleaner, fresher and safer work place. This methodology of cleaning can also reduce harmful waste that could enter our water ways or land fill. AEC promotes the use of sustainable cleaning methods and technology.

This includes the following examples:

- Eliminates the use of hazardous chemicals – in most cases eliminates the use of harsh chemicals.
- Biodegradable products such as chemicals (if required), plastic bin liners and micro fibre clothes.
- Efficient Vacuum systems with HEPA filter for better air quality.
- Minimise the use of mops & buckets (reduce cross contamination) by introducing new innovative equipment that also saves water usage.
- Natural chemical free hygienic clean by Steam Technology.
- Introduce recycle programs for office waste.



The **Greenest** Machines on the Planet.

BENEFITS

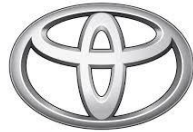
No more nasty chemicals used in your work place kitchen or on desks - It's far safer.

- True sanitisation of your office – a healthy work place environment.
- Better air quality – ideal for those who suffer with Asthma and other allergies.
- No hazardous chemicals or water wasted down waist drains – Great for our Environment.
- **It's cost effective.**





Our Capacity & Clients



TOYOTA



SUZUKI



AkzoNobel



**BLUESCOPE
STEEL**



**RUSSELL
ATHLETIC**



NISSAN



HONDA



**Government
Facilities**



Catholic Education Office



**Retail –
Showrooms-
Dealerships**

**Corporate
Offices**

Warehousing

Manufacturing

**Schools &
Colleges**



“One Provider – One Account Manager – One Invoice”



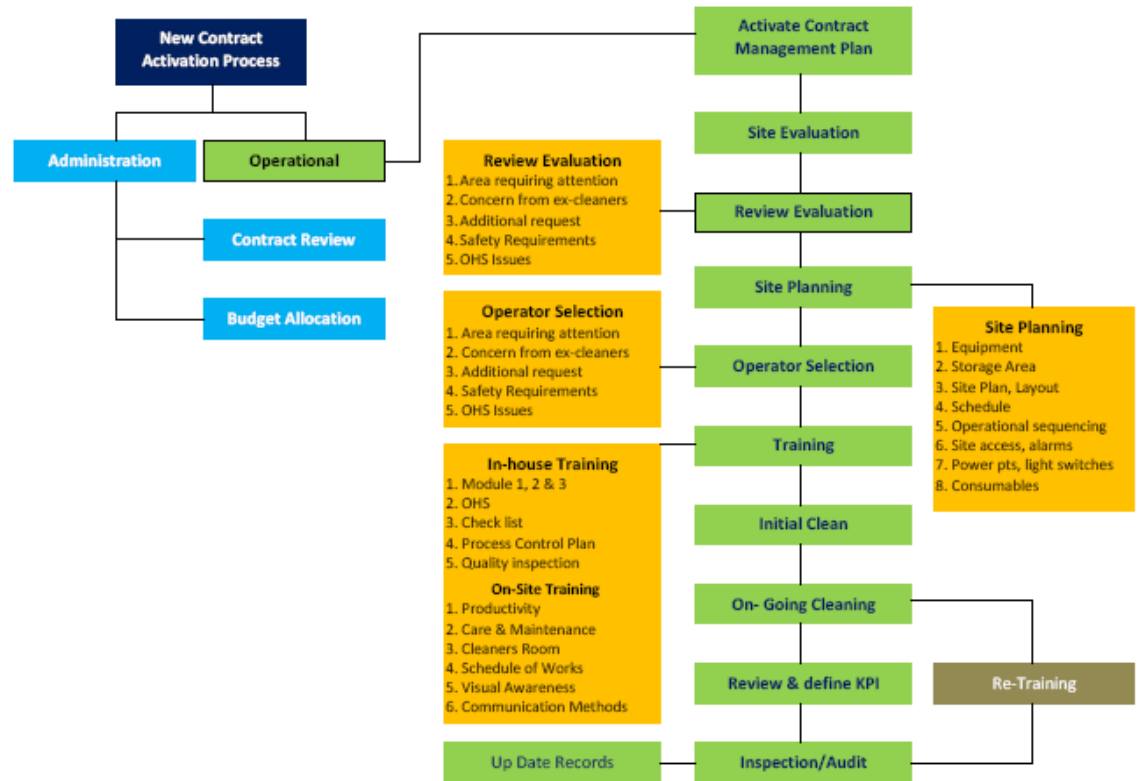
Quality Management Systems

Operational Management

The following are examples of procedures, processes and related documents aec use for their quality and operational systems.

A specific management plan will be created for your premises. AEC will engage you for support and guidance to ensure all areas are accounted for and KPI's are determined and agreed to.

This flow chart is our internal procedure from beginning to ongoing services. It ensures all key services and outcomes are meeting the required expectations. Our system also includes training and corrective action requirements that meets ISO 9001 criteria.



“One Provider – One Account Manager – One Invoice”

Quality Control



Critic	Score	Comments	Score	Comments
Critic 1	5.0	Good	5.0	Good
Critic 2	5.0	Good	5.0	Good
Critic 3	5.0	Good	5.0	Good
Critic 4	5.0	Good	5.0	Good
Critic 5	5.0	Good	5.0	Good
Critic 6	5.0	Good	5.0	Good
Critic 7	5.0	Good	5.0	Good
Critic 8	5.0	Good	5.0	Good
Critic 9	5.0	Good	5.0	Good
Critic 10	5.0	Good	5.0	Good



Easy and precise reporting

Immediate Electronic Reporting

Electronic signing interface

I-auditor

Service Performance.

I-auditor is a cloud based software tool that captures and records service outcomes. It is able to produce a report via email or up-load the report to the AEC Cloud Data Base immediately after the service audit has been completed.

Key features include the following:

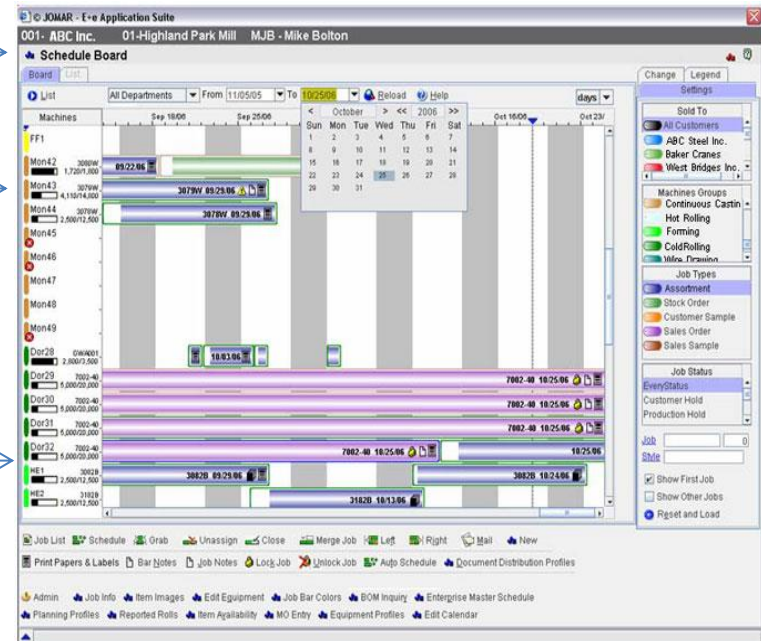
1. Real time reporting
2. Real time Inspections & performance measurement
3. Ability to capture photos for faults & any damage.
4. Provide Corrective action Report.

Managing Multiple Services

Cloud Data Base software

Easy access for AEC & Clients

Manages cleaning program and other scheduled services.



Client Support & Service Matrix



Customer Service Manager – Jenny Johnson

- ✓ Primary Contact for day to day issues
- ✓ Contract Management
- ✓ QA, EMS & OHS

Contact Details:

Direct Phone: 0435 877 450 - AH 1300 319 455

E-mail: jennyj@aecpl.com.au

Fax: 03 9005 2703

Business Development – John Miko

- ✓ Service enquiries
- ✓ Creating service plans
- ✓ Private & Government Tenders

Contact Details:

Phone Norm 0431 191 508

E-mail: johnm@aecpl.com.au

Phone: 0425 201 775

Sales Support Coordinator – Grace Cachia

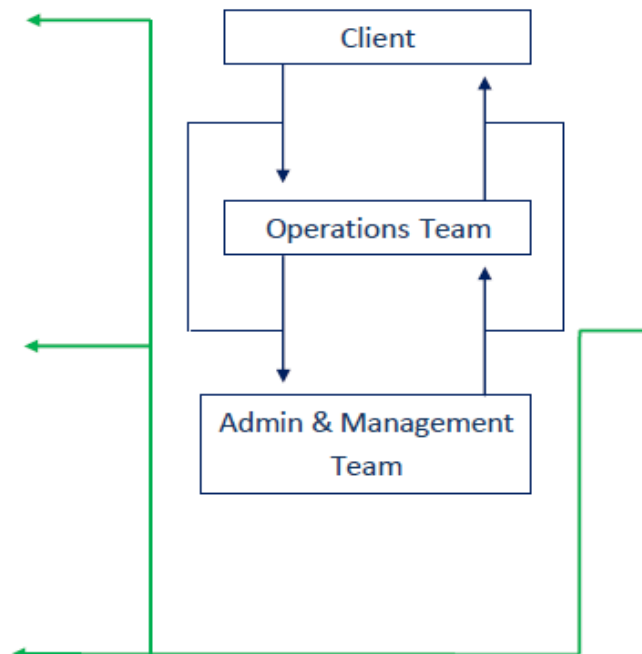
- ✓ Sales & Service Support
- ✓ General Enquiries
- ✓ Sales co-ordinator

Contact Details:

Phone: 03 9024 3818

E-mail: gracec@aecpl.com.au

Fax: 03 9005 2703



Company Contact Details -

Office & Postal address;

5 Jamie Mews

Berwick Vic 3201

Phone: 1300 319 455

www.aecpl.com.au

E-mail: info@aecpl.com.au

Fax: 03 9005 2703

Office & Administration -

- ✓ Payroll
- ✓ Accounts Payable & Receivable
- ✓ IT

Contact Details:

Phone: 1300 319 455

E-mail: accounts@aecpl.com.au

Fax: 03 9005 2703

AEC Facility Management Services Pty Ltd ethos: -

“An industry leader delivering our clients outstanding service results with innovation, best practices and exceptional value.”

John Miko, General Manager

“One Provider – One Account Manager – One Invoice ”



Experience the difference of a holistic cleaning service, working with you to create a globally conscious workplace.

ADVANCED SERVICE • ADVANCED RESULTS

Contact Us

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