

Count on us.

We are your FM solution



In business since 1981,
we offer peace of mind.

Cleaning the education sector

to the highest standard as
influenza and COVID-19 cases
peak across communities.

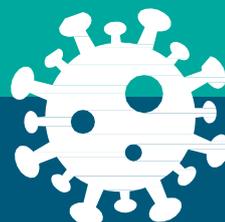
As influenza and COVID-19 cases surge across Victoria, parents, students, and educators will again trust administrators to protect them from the spread of germs.

Cleaning in today's COVID-19 world demands commitment and attention to detail with infection control, anti-bacterial and anti-viral measures implemented, monitored and constantly updated.

An outbreak **on campus** can have catastrophic effects on an educational institution's community and reputation. We understand the importance of reputation – we've nurtured ours since 1981 to become a known and trusted leader in facilities services across Australia and New Zealand.

When you chose Pickwick Group, health, safety and peace of mind come with the highest standards of cleaning systems and controls available. That's why businesses everywhere **Count on us** to protect their most valuable assets... **People and Property**.

- ✓ Flexible cleaning hours
- ✓ Regular written reports, photos and inspections
- ✓ Anti-bacterial and anti-viral hospital grade products
- ✓ Environmentally friendly and non-toxic solutions
- ✓ Vaccinated cleaners
- ✓ Fully accredited and insured
- ✓ HAZMAT emergency response



COVID-19

Emergency deep clean
and sanitisation available
on request.



What we do for you

Our focus is on developing and maintaining a strong, long-term partnership built on trust and a deep understanding of your facilities and requirements.

With our comprehensive range of services, commitment to quality and a safe and fair workplace, investment in innovative solutions, highly skilled and flexible workforce and the support of a state-based and national management and administration team, Pickwick will provide an integrated solution tailored to your specific and changing needs in the post-COVID-19 environment.

Count on us.



Innovative solutions

Achieve outcomes and efficiencies through robotics, cleaning techniques, customised reporting and collaborative workforce management systems.



In your community

Employ locally and support cultural diversity to invest in the growth of your community. Successfully comply with the principles of ISO 26000-2010.



Quality control audits

Triple ISO accredited, our quality site audits ensure standards are maintained to give you confidence in our services.

Any time, any day

24/7

support

Reliability

Regular, inducted staff perform cleaning duties. Reserve staff allocated for your site.

In business

40+

years

Expertise

We have over four decades of experience in delivering quality solutions to clients.

Servicing over

1,248

sites nationally

Accountability

We audit our work on site, remedy issues immediately, and report to you, the client.

Industry experts

Big or small, for more than 40 years, we've worked with clients across every sector, everywhere. We are **experts** in all things cleaning and hygiene management.

Our business operations extend across various scales of organisations and multiple facility types such as mixed-use spaces, educational campuses, hospitals, transport facilities and hubs, high and low-rise office buildings, major shopping complexes, factories, as well as highly secure and sensitive areas including research laboratories, clean rooms and operating theatres.



Large, multi-site contracts including those from education, healthcare, and all tiers of government are fundamental to our operations.

With a current turnover of **\$100 million**, we manage **contracts** in this space alone valued at almost **\$40 million** annually.

Victorian clients

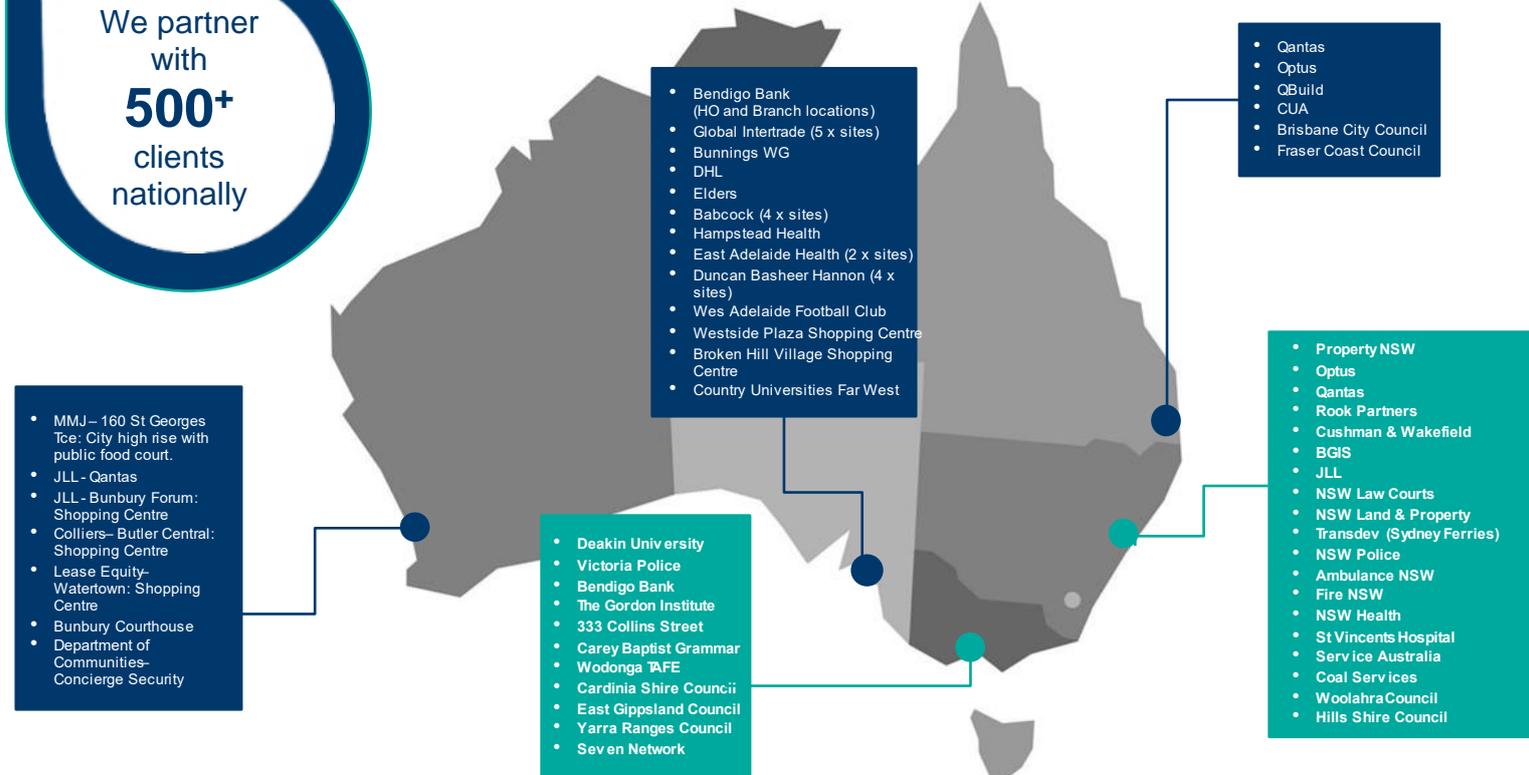
We're known and trusted by some of Australia's biggest names.

We have a strong local and regional presence in each State, demonstrating our ability to deliver and manage our clients' needs wherever they are.

In **Victoria** we proudly boast the following **key partnerships**.

- ✓ Bendigo and Adelaide Bank
- ✓ Victoria Police
- ✓ Deakin University
- ✓ Carey Baptist Grammar
- ✓ The Gordon Institute
- ✓ Wodonga TAFE
- ✓ Optus
- ✓ Cardinia Shire Council
- ✓ East Gippsland Council
- ✓ Yarra Ranges Council
- ✓ 333 Collins St
- ✓ Seven Network

We partner with **500+** clients nationally





Our key education partnerships

Education is fundamental to our operations too. We currently provide cleaning, infection control and other services to childcare centres, as well as public and private primary, secondary and tertiary/further education sites including universities and TAFE across Victoria and nationally.

In Victoria, just one of our flagship clients include:

Deakin University

We were awarded the Deakin University cleaning services contract for Academic and Residential facilities in 2014. Deakin University campuses are in metropolitan areas such as Burwood (main campus) and regional areas where the Waterfront, Warrnambool and Waurn Ponds campuses are located. Pickwick was operationally equipped to commence this contract by implementing a transition plan and employing 200 staff, site supervisors, managers and contract managers to ensure a smooth yet challenging start up.

A transitional consultant was engaged as part of the process, identifying our commitment to ensuring a smooth transition when commencing a site of the size and complexity. Pickwick has successfully understood every element of each specific service requirement of Deakin University that pertains to the general and specified cleaning, waste maintenance and hygiene service. We also understand the challenges in maintaining multiple regional sites, but our proven success with Deakin University underpins our confidence in delivering the highest, professional standard of services.

Supporting communities everywhere

Our clients are in communities everywhere, which means we are too.

Bendigo and Adelaide Bank

Partners since 2004, Pickwick provides Bendigo and Adelaide Bank with cleaning, hygiene and waste management services for all head offices, office buildings and regional and suburban branches across Australia.

This is a key national contract through which we support communities everywhere by directly employing local people, and utilising local suppliers where possible for our cleaning products, machinery and other equipment.

Pickwick understands the unique requirements of each Bendigo and Adelaide Bank site and the high security issues involved. We also understand the importance of protecting the health and safety of their People and customers, which we've successfully managed since the onset of COVID-19 through our infection control prevention measures.

Like Bendigo and Adelaide Bank, we believe in what we do, and we do it to the highest standard. As influenza and COVID-19 rates peak across the country, Bendigo and Adelaide Bank know they can continue to **Count on us** for **fast, friendly, and dependable** service.

Victoria Police Properties Group

A **partnership** that spans almost **25 years**.

Pickwick has provided cleaning and periodical services for Victoria Police Properties since 1999, and it's a partnership that strengthens daily through the work we do across 70+ sites throughout Victoria within this complex and multi-faceted portfolio.

Our scope of work covers daily general maintenance cleaning of police stations, floors, toilets, offices, gymnasium, BBQ areas, lifts, kitchen areas, laboratories, external entrances and lobby areas. We also provide periodical works such as steam cleaning, window cleaning, machine scrubbing and trauma cleans.

Cleaning is self-delivered on-site and managed by the Site Managers and supervisors, who lead a mobile team of more than 100 cleaners who all live locally to the sites they service.

Throughout the pandemic, Pickwick has maintained a flexible approach to support Victoria Police to deal with emergencies and infection control and prevention whenever needed.

Tackling COVID-19



Pickwick is excited to partner with GERMii in the fight against COVID-19. We've rolled-out their pathogen-killing technology to clients nationally.

GERMii is an Australian company that manufacture locally, supporting the communities we live and work in while delivering chemical free innovative solutions to tackle COVID-19.

Germii UV-C Whiz Robotics

The Whiz (developed in partnership with SoftBank Robotics), combines the capabilities of an AI-powered commercial floorcare cleaning robot (automated vacuuming) with GERMii's ultraviolet-C (UV-C) technology, which transforms into a concentrated beam of light that kills pathogens and automatically disinfects and sterilises surfaces. Whiz automatically avoids obstacles and sends operators real-time data and alerts, giving manager peace of mind and minimal monitoring.

Workforce management

We manage our clients' assets and operational needs through Lighthouse.



Scrubbers and sweepers

Pickwick works closely with trusted names like **Conquest** and **Makita** to meet its equipment needs on site.

On sites where this equipment is used, we have in place a planned maintenance agreement with **Conquest** to ensure a high level of service in the event of a breakdown or incident.

When machines require servicing, **Conquest** provide replacement machines to ensure continuous service.

Our relationship with **Conquest** also ensures that any innovative products developed are offered to Pickwick on a trial basis.

This means we continuously work for our clients to ensure the most up-to-date, productive, and cost-effective (labour-saving) equipment is always used.

SafetySpect CSI-D

We use SafetySpect's patented AI technology across all industries including healthcare, government and private organisations. The CSI-D+ system is designed to protect human lives, and will detect, disinfect, and document contaminants (e.g. human saliva and respiratory droplets) without the use of chemicals.

SpaceVac

This is a new innovative system that can be used across sites for periodical work.

SpaceVac is a precision-engineered, high-level cleaning system that offers ease of operation and performance. It features a lightweight carbon fibre construction. A unique safety-locking mechanism on poles, heads and brushes ensures the system doesn't separate during operation.

It can be used internally, externally and even within ATRX certified (highly explosive) atmospheres. The technology allows high dusting and cleaning to be performed from the safety of the ground. The vacuum extension ensures difficult to reach areas can be cleaned without the need to height access equipment (and risk of damage to flooring) being brought to site and the complications and time restrictions associated.

The added benefit of **SpaceVac** is that it can also have a camera mounted on it to provide additional proof that works have been completed.

Ask us if it's suitable for your site and learn more from the **SpaceVac** Australia website at www.spacevac.com.au.

Contact us

For information about our infection control and other services or a free quote.

Wherever you are, we are too.

We have extensive local, state and nationwide operations and service a wide variety of small, medium and largescale contracts across all major sectors, including all tiers of government, banking and finance, education, healthcare, retail, commercial and industrial. Wherever you are, we are too.

Contact us.

hello@pickwickgroup.com.au
www.pickwickgroup.com.au

Electric buggy

Pickwick uses Polaris electric vehicles (or equivalent) to provide high quality services to larger sites across Australia.

Due to the large area of these sites, an electric vehicle is necessary to effectively move cleaners and their equipment. Polaris electric vehicles are designed to perform whilst reducing carbon emissions.

With impressive suspension, Polaris electric vehicles ensure a smooth ride on all terrains without damaging grounds. Additionally, their electric motor requires little maintenance, never requires fuel and works harder and smoother than others in the same class.

We proudly **purchase all products and equipment** from **local suppliers**. Ask us for details.

