

# Capability Overview

Corporate Cleaning  
& Integrated Services



Protecting People, Places & Spaces



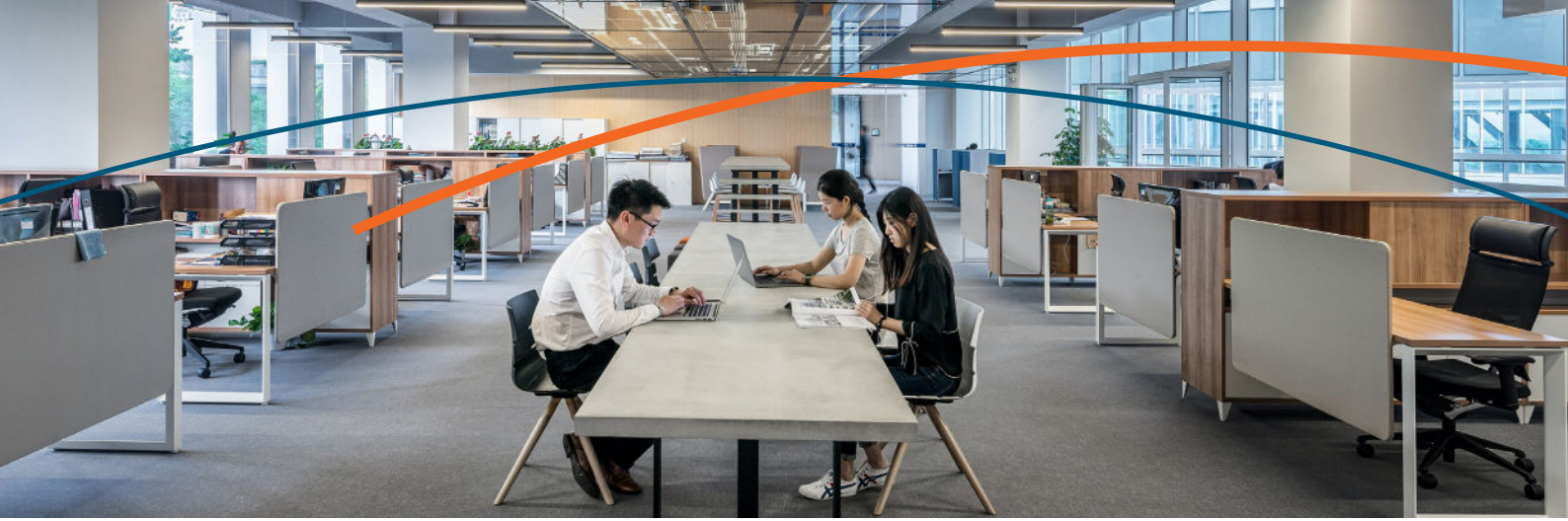
## Protecting People, Places & Spaces

My Pathway Facility Services has a 30 year history in the Facilities Services industry across a range of sectors, and it is our mission to achieve, clean, safe and enjoyable environments for everyone.

We aim to redefine industry standards and lead by example in the provision of our services, incorporating a range of environmentally friendly, state-of-the art equipment and high tech Workforce Guidance Systems which increase our productivity and visibility at our client sites.

With over 500 qualified, experienced staff across Queensland we have the capacity and capability to provide services which consistently exceed your expectations.





## Protecting People

The health and wellbeing of your tenants and their employees is paramount in maintaining a happy and healthy working environment, and the team at My Pathway Facility Services will focus on keeping your facilities clean and well maintained at all times.

By keeping a well maintained environment, you are allowing your tenants and their employees to feel nurtured and cared for, enabling all staff to be productive, efficient and most importantly happy.

My Pathway Facility Services have a duty of care to your tenants and staff to maintain the highest standard of cleanliness and sanitation, and with COVID-19 still impacting the population at a hugely disproportionate rate, it is our aim to keep your tenants and employees safe and operational during this highly unsettled time.

# Protecting Places

We understand that managing your business takes time and requires constant attention, and when employing contractors, it should not be your responsibility to make sure our staff are attending and completing the tasks required. At all times, you deserve a perfectly presented facility which makes staff and tenants excited to come to work and happy to be at your facility.

At My Pathway Facility Services we provide transparent, professional services which are cost effective, efficient and within best cleaning practice, protecting the health and safety of your tenants and staff at all times. To do this we:



## Direct Staff No Sub-contracting

My Pathway Facility Services support the use of direct labour and the Cleaning Accountability Framework and complete as much work as possible using our directly employed team of staff.

The Cleaning industry is one which can be rife with the abuse of staff and underpayment, and MPFS strive to be at the forefront of rectifying the practice of sham contracting.



## Staff Clock in & Clock Out

We use a state of the art Workforce Guidance Systems which are safeguarded with biometric facial recognition.

All staff are required to check in and out when they arrive on our client sites and are required to remain onsite for the duration of their shift.

Our systems also provide staff with task lists as well as photo and video verifications to ensure works are completed as requested.




## Quality Assurance Inspections & Reporting

Your designated Client Manager will be onsite regularly to complete site inspections and manage our onsite operations, ensuring you our teams are achieving the required outcomes at all times.

Reports are provided and can be sent through to you in a range of formats or accessed through our secure Customer Portal.

# Protecting Places

Through our experiences, we have come to understand that our client sites can sometimes be unpredictable. This is why we offer flexible arrangements to suit all of your requirements. Some of the ways we cater for these arrangements include:




### Continuous Training

Our Workforce Guidance Systems allow for our teams to stay up to date with site and industry specific training requirements.


Training may include  
Tool Box Talks  
OHS Training  
Inductions and much more.

Any training completed is recorded and stored in our online training portal and can be viewed by our clients on request.



### Multi Trained Staff

All of our teams are trained to work across multiple sites. This means that if a staff member is sick or on leave, we have another trained staff member on standby ready to fill in at short notice.



### Staff Rewards Program

Our staff are recognised for good performance and are encouraged to always improve the quality of our services.

All teams have the opportunity to work towards a range of awards and rewards which are shared amongst high performing staff and management teams.



## Protecting Spaces

Much research has been conducted in response to staff wellbeing, productivity and the provision of clean and healthy workspaces, and MPFS focus on delivery of an exceptional customer service experience for all staff, visitors and tenants.

Whilst our main focus is understandably on cleanliness, safety and compliance while maintaining the physical health of all people who visit your sites, MPFS feels it is possible to do more, including providing a high level of customer service at all times.

To do this, all of our team members commit to a end user focused approach when completing their daily and monthly tasks, and our teams not only complete rigorous cleaning training, they are also required to undertake comprehensive training in customer services.

We believe that simple techniques like communicating with staff, and identifying when and where our services are required, goes along way to fostering an enjoyable and calming environment for everyone.

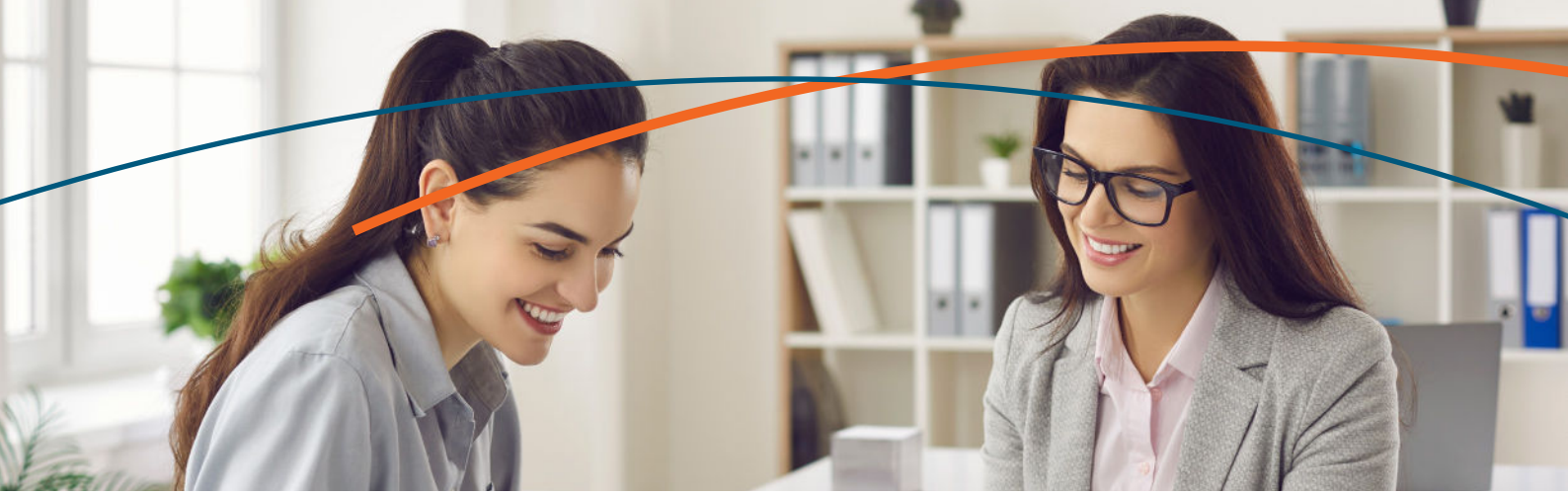
## A Single Point of Contact

MPFS strive for excellence across all levels of our business and for this reason, all of our clients are provided with a dedicated Client Services Manager.

This Manager will be contactable at all times, complete regular site inspections and report through any maintenance or site concerns.

All of our Client Services Managers are experienced, professional and have an understanding of the requirements of most sectors..





## Client Engagement

My Pathway Facility Services have invested into our future and the future of our clients by developing a Workforce Guidance System which allows us to achieve the results required by our clients, including active communication and notifications. Our systems allow for the live tracking and reporting of:



### Site Transitions

Our systems allows for an extensive site transition plan to be prepared so that the transfer to our services does not interfere with day to day operations at your facility.



### Periodical Scheduling

Periodical work is scheduled in accordance to your onsite requirements, and we can prepare a schedule for services for a 12 month period.





### Maintenance Reporting

Our teams have access to a Workforce Guidance Platform which allows for real time reporting of maintenance and WHSE issues which require rectification.



## Accreditations



**ISO 45001  
Health & Safety**

ISO 45001 is our benchmark for Occupational Health & Safety.

Published in March 2018, the goal of ISO 45001 is the reduction of occupational injuries & diseases, including the prompting and protecting of physical and mental health.



**ISO 9001  
Quality Management Systems**

Our ISO 9001 certification is based on a number of Quality Management principles including strong client focus, the motivation and implication of top management, as well as a process approach and commitment to continual improvement.



**ISO 14001  
Environmental Management Systems**

ISO 14000 is a family of standards related to environmental management enabling MPFS to minimise the impact of our operations on the environment.

It requires our company to comply with all applicable laws and regulations, as well as target continual improvement.



# Capabilities

MPFS understand the complexities our clients face everyday managing their businesses, and we provide a range of services, reducing the need to engage multiple contractors and the time it takes to manage facilities on your site.

Our dedicated Client Services Manager will manage all the processes involved including quotations and invoicing, all in an easy to understand format.

Some of the services we can provide include:

- Ongoing General Services.
- Sanitation & High Touchpoint Cleaning.
- COVID-19 & Infectious Disease Cleaning.
- Car park Sweeping & Scrubbing.
- Machine Floor Scrubbing.
- High Pressure Cleaning.
- Window & Glass Cleaning.
- Carpet & Upholstery Cleaning.
- Amenities Supply.
- Mould Treatment & Removal.

## Our Clients

MPFS is a nationally based company with extensive management structures in place across Australia. Our client base is broad and includes a number of recognised organisations including:



## Additional Services



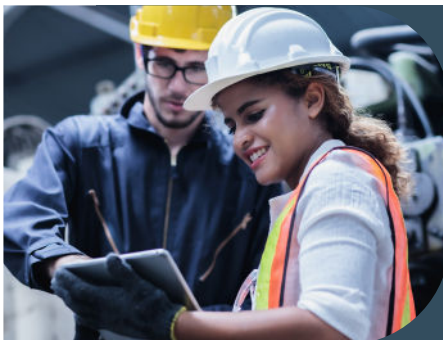
### Waste Management

Recycling Streams | Battery Collection | Composting | General Waste Collection  
| Comprehensive Waste Audits & Reporting | Waste Sorting Systems | Waste  
Champions and Staff Training.



### Security & Concierge Services

Static & Physical Guards | Concierge & Customer Service Staff | Event Security |  
Mobile Patrols | Monitoring & Control Room Response.



### Maintenance Services

Planned & Reactive Maintenance Services | Garden Care & Grounds Maintenance  
| Rubbish Removal | Landscaping Services.



### Pest Control

Full Pest Control Services including Insect & Rodent Control.



## The Intangibles

MPFS acknowledge that the time spent by businesses on cleaning matters is time spent away from their core business needs and their clients, and through collaboration and innovation, we breathe life into our client sites inspiring the staff at those sites to become more productive and client focussed.

Some of the ways in which we do this include:

- Bringing our industry leading knowledge and best practice operations to your sites.
- Recruiting and training staff who have the aptitude and suitability to perform the tasks required.
- Supplying and maintaining environmentally friendly, state of the art equipment.
- Reducing the time you spend on cleaning matters to a monthly inspection and an invoice.
- Having the staff capacity to undertake the works required.
- Rewarding staff performance and managing under performance when needed.
- Providing you with a single point of contact to manage all of your Facilities Management services.



# Pathway

Facility Services

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Cleaning | Security | Integrated Services