

# Capability Statement

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We provide a complete cleaning, maintenance, building and management solution to all sectors, whilst generating cost efficiencies and operational benefits for your business.

**Mark Hohn, Managing Director**

[www.cmbm.com.au](http://www.cmbm.com.au)

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# Our Organisation

## About CMBM Facility Services

CMBM Facility Services is a 100% Australian owned company that has been in operation since 2005. Our success is attributed to our dedicated focus on client service and satisfaction. You will find our caring attitude reflected every day through our people, who are employed for their commitment to excellence and the highest of standards.

With origins in the demanding hospitality sector, the company has grown to become a leading provider of facility services to a multitude of industries, including:

- Government
- Resource
- Infrastructure
- Commercial and Industrial
- Hospitality
- Real Estate
- Construction
- Retail
- Education
- Health and Fitness
- Aged Care
- Childcare
- Office Cleaning

We provide the following services to more than 400 sites across Queensland:

- Commercial and Industrial cleaning
- Building refurbishments, renovations and general works
- Grounds maintenance
- Asset maintenance
- Full facility management
- Managed services

## Partnering for success

In 2017 CMBM partnered with **Multhana Property Services** to create opportunities for Aboriginal and Torres Strait Islander people in the cleaning, building and property maintenance industry in Queensland. Together we can make a significant difference to the employment of Indigenous people; and further support local sustainable and economic development for Aboriginal people.

## How do we do it?

Today CMBM employs over 150 service driven employees and think of ourselves more like a big family than just people who work together. We provide our clients with a single point of contact through our dedicated Client Service Managers (CSM's) or Operations Managers, who are responsible for overseeing service delivery and ensuring that all work is carried out to the agreed specifications. CMBM apply leading-edge technologies and management systems together to provide a transparent reporting framework that drives accountability and offers value for money.

At CMBM we are committed to making sure our performance can be constantly reviewed by the client. Our IT platform known as Quality Management Control (QMC2) delivers work scheduling, a client communication portal, inspection updates and work order functions. The system can also be customised for client specific requirements.

In addition, we have strong company buying power and are committed to passing on these savings across all our clients' facilities. We pride ourselves on helping your organisation achieve cost savings through better operational efficiencies in every way.



**CMBM**  
**FACILITY SERVICES**  
**CLEAN MAINTAIN BUILD MANAGE**



CMBM are relentless in the pursuit of excellence. Our team will offer our clients a combination of facility services, delivered with superior innovation, cost effectiveness and measurable service outcomes.

# WHAT WE DO

## Clean



CMBM Facility Services have a proven understanding of the cleaning industry and a total commitment to client satisfaction. This is evident through our exceptionally high client retention rate and tenure.

We deliver quality cleaning services that generate demonstrated cost savings through accurate site assessments and ongoing quality checks to ensure services are delivered against the agreed scope of works. CMBM are proud of our unique management structure, which provides all clients with a dedicated Client Services Manager (CSM) ensuring all clients, regardless of size, receive our total commitment to the best quality cleaning services.

Our services include, but are not limited to:

- Commercial cleaning
- Industrial cleaning
- Pressure washing (including at heights)
- Strip and seal
- Site cleans – post construction and builders' cleaning
- Bond cleaning
- Event cleaning and stadium cleaning
- Roof and gutter cleaning
- Car park cleaning
- Graffiti removal
- Carpet cleaning
- Window cleaning – including high glass
- Kitchen and dining facility cleaning

Sectors we operate in include:

- Commercial: office, hospitality, industrial, government, aged care facilities, child care facilities, retail, health and fitness and education
- Industrial: warehouse, mine and resource sites
- Residential: pressure washing

## Maintain



Our qualified and accredited tradespeople can deliver, forecast and offer complete maintenance for your building or facility as required.

We provide building, garden and grounds maintenance, including:

### Building Maintenance

We offer a wide range of services including:

Provision of all trades:

- Electricians
- Plumbers
- Gas Fitters
- Carpenters
- Cabinet Makers/Joiners
- Concreters
- Brick/Block Layers
- Painters
- Plasterers
- Tilers
- Carpet, vinyl laying and timber floor installation
- Refrigeration

We provide the following maintenance services:

- General repairs and maintenance
- External building cleaning
- Pressure cleaning (including at heights)
- Non-slip and protective coatings/strip and re-seal
- Water proofing
- Jet rodding/blocked drains
- Ceiling repairs/replacement
- Roof and skylight repairs
- Gutter and down pipe cleaning
- Emergency response

### Grounds Maintenance

We offer a wide range of grounds services, including:

- Mowing, slashing and brush cutting
- Herbicide spraying and weed control
- Tree lopping and chain saw works
- Garden maintenance and landscaping including seeding, tree planting, turf laying and fertilizing

## Build



CMBM provides our clients with a specialist service for managing fit-outs, refurbishments, major repairs and building projects.

Each project requires a unique solution, tailor-made to the specific needs of each client. We understand the importance of a budget, delivery to agreed time frames, minimising disruption and limiting costs, all within an expertly handled project management system.

### CMBM Building services include:

- Interior and exterior concept design
- Design and construction
- Building maintenance
- Project management and completion of renovations and refurbishments for commercial and residential construction
- Project management of commercial and residential maintenance programs
- Office and shop fit out and reconfiguration

### CMBM can provide building services across all industries and sectors.

In addition to a QBCC licence CMBM hold a Prequalification Certification Level 3 (PQC 3) with the Queensland Government Department of Housing and Public Works. The Prequalification System is the whole-of-Government central register of prequalified building consultants and contractors.

## Manage



### We manage your facility by:

- Providing a proven IT platform for monitoring and control
- Dedicated Client Service Managers (CSM) or Operations Manager for each site
- Audit and control of service and supply items
- Maintain compliance (fire, security, lifts etc.)
- Fully competent and compliant personnel

Our IT platform is designed to inspect the quality of services performed by our personnel to ensure that we meet and exceed your expectations.

All services can be managed from your computer, smart-phone or tablet device using our innovative software program, Quality Management Control (QMC).

We can provide you with a unique client login to place work orders, view maintenance schedules, monitor completion times, inspect and rate the quality of our service delivery, and track communications with us.

### Dedicated CSM/Operations Manager for each site

We provide a dedicated CSM or Operations Manager for each client. These roles are responsible for ensuring we are delivering our services on the agreed scope of works. They are committed to constantly seeking out areas for quality improvement.

### Audit and control of service and supply items

CMBM can conduct a full audit of the broad range of client expenditure for maintenance and guarantee we can generate a transparent savings model for clients, with the savings returned to the client within 12 months. We do this by reducing the need for multiple service providers, contracts and all the associated administration/resourcing costs currently being invested.

Once an agreed savings model has been negotiated we use our industry expertise to accurately forecast and automatically schedule your maintenance needs, all supported by our 24/7 Help Desk and our innovative IT platform.

## Key Personnel



The preventative maintenance plan reduces breakdown costs and extends the life of client assets, whilst our Reactive Maintenance Services ensures downtime is reduced and assets are back on line with minimal disruption, and at the best possible price.

### Fully Competent and Compliant Personnel

We strive to provide skilled staff, who are focused on service delivery excellence.

All of our front-line personnel are hired with the appropriate qualifications and undertake customised training relevant to their role or required by the scope of works. All staff are issued ID cards once they have undertaken a mandatory safety and compliance focused CMBM induction.

In addition CMBM are an ABMA accredited business. The Australian Building Management Accreditation (ABMA) are the governing organisation developing and regulating the ABMA Building Management Code within Australia. Through this accreditation our business has been recognised for excellence in compliance and service delivery in the community titles sector.

### A summary of our key maintenance services:

- A complete service audit to ensure you are getting value for money within your business, including utilities, communications and consumables
- Service and product cost comparisons
- Green building audit reports
- Building audit/capital works planning
- Waste management and recycling solutions
- Facility upgrades/construction
- Chemicals and consumables
- Washroom and sanitary supplies and services
- Preventative or flexible maintenance plans
- Contractor compliance and supervision
- Pest control

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### Help Desk

#### 24/7 Help Desk

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Hats off to you and the cleaning team! The trams and stations looked brilliant yesterday. I was at Cypress Avenue early in the morning and then went to Southport and it was so busy, but seriously everything looked great – and so many people commented on how good the vehicles and stations looked. Your team are a credit to you, and you should be seriously proud.

– DALE CAMERON, KDR GOLD COAST



IMAGE COURTESY OF GOLDLINO CONSORTIUM

## Safety and Environment

CMBM Facility Services are committed to maintaining the highest standards, especially in regards to compliance. Our ISO accredited management systems in Safety, Quality and the Environment ensure that well developed work practices, controls and risk mitigation strategies are inherent in our daily operations.

CMBM Facility Services considers environmental impacts and will customise our service delivery to meet legislative and site specific requirements. Our company continues to evolve and develop to meet our clients needs through a cycle of continuous improvement that assures quality and service standards are achieved.

The primary issues that will be considered at all times are:

- Risk mitigation through the development and adherence to safe work practices
- Effective Incident management and prevention strategies
- Environmental protection strategies that are focused on recycling, waste management and waste reduction outcomes
- Accountability and formalised KPI reporting

## Quality Assurance and Legal Compliance

CMBM maintains the highest ISO accreditations and prequalification requirements that are requested by a range of our clients. This process ensures that all regulatory compliance provisions are current and expedites the process for completing compliance checks prior to undertaking work.

CMBM acknowledges that effective leadership, communication and personnel engagement are fundamental to not only our business model, but also are key criteria towards retaining our ongoing ISO accreditation. Therefore clients can be assured of our ongoing and real commitment to driving continual quality assurance for all levels of our service delivery.

## Service profile

CMBM Facility Services is a Queensland based company with a strong presence and established client base in all regional locations across Queensland. CMBM strives to utilise local suppliers/contractors and also source our staff locally. Our Regional and Client Service Managers have operational control over the services and act as the direct point of contact for our clients.





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