

SCS GROUPS INNOVATION & TECHNOLOGY OFFERING



CUSTOMISED CLIENT PORTAL VIA SMART CONNECT

Smart Cleaning Solutions can provide a customised Client Portal that is directly connected to our Smart Connect platform, enabling real time recording of all requests and feedback. Requests logged via Smart Connect or the Customer Support team will be reviewed by the Customer Service Representative who despatches the details to the Onsite Supervisors. The despatch has a unique number/code attached to it and recorded so you can see the request status. This can be viewed in real-time through your customised portal.

Once the request or issue is resolved, the Onsite Supervisor updates the status of the task through TEMPLA, using their smart phone. This task has a time/date stamp attached to it, with a photo uploaded for proof of completion to your satisfaction.

Smart Cleaning Solutions can achieve these outcomes due to our rigorous and third-party accredited Compliance Framework. This framework consists of the following pillars:



ISO ACCREDITED
IMS
(9001, 14001, 45001)



QUALITY, DRIVEN
KPI & SLA
COMPLIANCE



PROVEN ACCOUNT
MANAGEMENT
STRUCTURE



TRANSPARENT
& RESPONSIVE
PERFORMANCE
MANAGEMENT

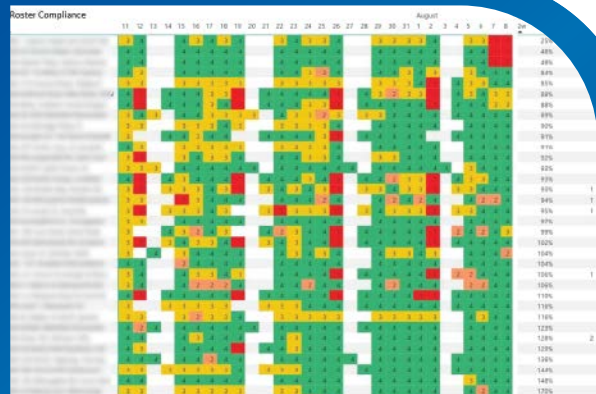


SMART
TECHNOLOGY

THE BENEFITS OUR SYSTEMS HAVE ON YOUR BUSINESS:

ATTENDANCE VERIFICATION

Service personnel identify themselves using their smartphone. Special GPS Geofence recognition technology is used to verify that this is the authorised personnel, in the right place at the right time.



Our time and attendance software solution confirm our employees are on-site and on time. We have constant communication and up to date alerts and notifications so we can address attendance issues like tardiness or absenteeism immediately to ensure we cover all shifts and job sites according to our customer contracts. We manage attendance, set travel-time parameters and clock in/out tolerances, so you don't have to ever miss out on what you pay for!

SPEND TRACKING AND ONLINE BILLING

As a fully integrated part of the Smart Connect solution clients can view the status of their account in real-time. Aged Debtors can be viewed for all outstanding invoices. Invoices can be downloaded at any time.

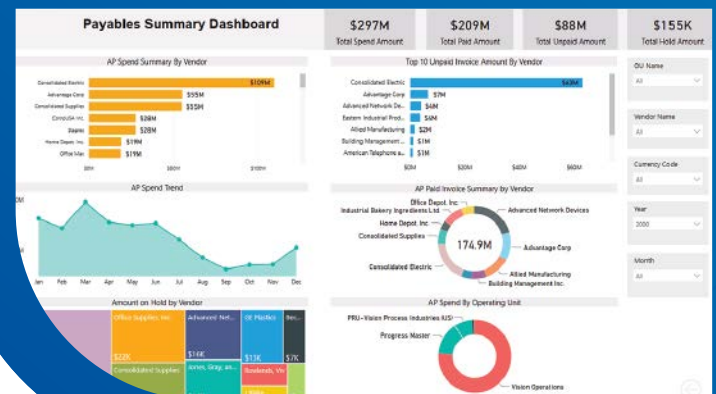
ACCOUNTING DASHBOARD

All your accounting profile, invoices, statements, credit notes, work bills, purchase orders and real time reporting are available at the click of a button all live and available when you want them.



LIVE QUALITY AUDITING

All of our clients have a tailored Quality Auditing profiles with different requirements, we have all of the performance benchmark statistics available in real time, our quality auditing system will measure our live contract performance against the contracts SLA and agreed KPI scorecard so even across an extremely large portfolio you are able to drill down on all performance statistics and the click of a button.



Schedule 3 - Scope of Works

Site No: 10710
Version: v1.0

ENTRY / Foyer & Reception Areas

Item/Location	Task	Description	Frequency	Hours	Rate	Per	Per
Entrance	Entrance	Entrance reception area, including reception desk	DAILY	100	100	100	100
Reception	Reception	Reception area, including reception desk	DAILY	100	100	100	100
Reception	Reception	Reception area, including reception desk	DAILY	100	100	100	100
Reception	Reception	Reception area, including reception desk	DAILY	100	100	100	100
Reception	Reception	Reception area, including reception desk	DAILY	100	100	100	100
Reception	Reception	Reception area, including reception desk	DAILY	100	100	100	100
Reception	Reception	Reception area, including reception desk	DAILY	100	100	100	100
Reception	Reception	Reception area, including reception desk	DAILY	100	100	100	100
Reception	Reception	Reception area, including reception desk	DAILY	100	100	100	100
Reception	Reception	Reception area, including reception desk	DAILY	100	100	100	100

LAUNDRY & KITCHEN

Item/Location	Task	Description	Frequency	Hours	Rate	Per	Per
Laundry	Laundry	Laundry area, including laundry room	DAILY	100	100	100	100

PLANNING ROOM / STAFF ROOM

Item/Location	Task	Description	Frequency	Hours	Rate	Per	Per
Planning Room	Planning Room	Planning room, including planning room	DAILY	100	100	100	100
Staff Room	Staff Room	Staff room, including staff room	DAILY	100	100	100	100
Staff Room	Staff Room	Staff room, including staff room	DAILY	100	100	100	100
Staff Room	Staff Room	Staff room, including staff room	DAILY	100	100	100	100
Staff Room	Staff Room	Staff room, including staff room	DAILY	100	100	100	100
Staff Room	Staff Room	Staff room, including staff room	DAILY	100	100	100	100
Staff Room	Staff Room	Staff room, including staff room	DAILY	100	100	100	100
Staff Room	Staff Room	Staff room, including staff room	DAILY	100	100	100	100
Staff Room	Staff Room	Staff room, including staff room	DAILY	100	100	100	100
Staff Room	Staff Room	Staff room, including staff room	DAILY	100	100	100	100

KORRIDOR / STAIRS (Where applicable)

Item/Location	Task	Description	Frequency	Hours	Rate	Per	Per
Korridor	Korridor	Korridor area, including korridor area	DAILY	100	100	100	100
Stairs	Stairs	Stairs area, including stairs area	DAILY	100	100	100	100
Stairs	Stairs	Stairs area, including stairs area	DAILY	100	100	100	100
Stairs	Stairs	Stairs area, including stairs area	DAILY	100	100	100	100
Stairs	Stairs	Stairs area, including stairs area	DAILY	100	100	100	100
Stairs	Stairs	Stairs area, including stairs area	DAILY	100	100	100	100
Stairs	Stairs	Stairs area, including stairs area	DAILY	100	100	100	100
Stairs	Stairs	Stairs area, including stairs area	DAILY	100	100	100	100
Stairs	Stairs	Stairs area, including stairs area	DAILY	100	100	100	100
Stairs	Stairs	Stairs area, including stairs area	DAILY	100	100	100	100

Commercial Compliance

People & Performance

Safety

SMART
CONNECT

Reporting

Auditing

Supply Network

DIGITAL CONTRACT & SITE INFORMATION

Online Binders (folders) brings together all the information that is relevant to your sites. This includes specifications, contracts, SDS's etc. all available for download whenever you require.

DIGITAL SERVICE REQUESTS

Our Smart Connect Customer Portal enables us to provide all our customers with highly personalised, interactive digital service requests on the Web. Our customers will be able to receive answers to their questions, complete transactions, submit support issues and lodge service requests instantly with full audit trails available for every request.

COMMERCIAL CLEANING TECHNOLOGY

At SCS we believe that innovation is the key to transforming the commercial cleaning industry. Our cutting-edge technology and robot systems are here to pave the way for a new era of cleanliness and efficiency.

With our state-of-the-art solutions, we offer numerous advantages that redefine the way businesses approach their cleaning needs.



UNMATCHED PRECISION AND CONSISTENCY

Our intelligent robots ensure flawless cleaning with precise navigation and thorough coverage.

ENHANCED EFFICIENCY AND TIME SAVINGS

Automate routine cleaning tasks, optimize productivity, and free up your staff for higher-value work.

SAFETY AND HYGIENE EXCELLENCE:

Our accessories integrate advanced sanitization features, promoting a healthier and safer environment.

COST-EFFECTIVE SOLUTIONS

Reduce labour costs, minimise supplies expenditure, and achieve a solid return on investment.

SUSTAINABILITY AND ENVIRONMENTAL RESPONSIBILITY

Our solutions prioritise resource optimisation and eco-friendly cleaning practices.

CUSTOMISABLE FOR YOUR NEEDS

Tailored functionalities and flexibility ensure a cleaning system that meets your unique requirements.

IMOP TECHNOLOGY



ELECTROSTATIC SANITISING

WATERFED POLE WINDOW CLEANING



DRIVERLESS FLOOR SCRUBBER

DRONE HIGH LEVEL WINDOW CLEANING

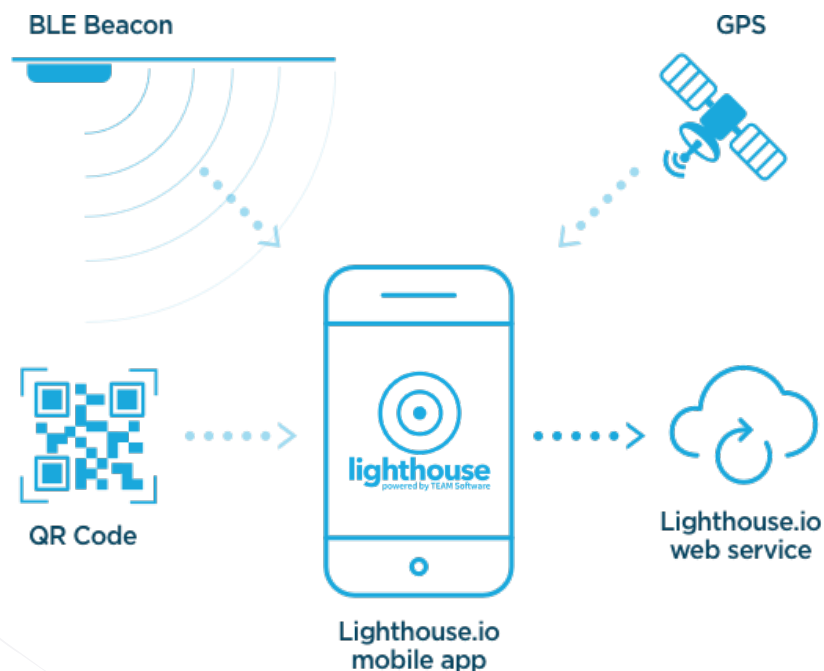


KPI REPORTING VIA LIGHTHOUSE

Lighthouse is a powerful software solution that helps SCS better manage our cleaning workforce and ensure we deliver on your contract KPIs. It allows you to view, manage, and automate cleaning operations from a single platform.

Cleaners and Supervisors use the Lighthouse mobile app to record completed tasks and work smarter and faster. The app uses GPS, Bluetooth Beacons, NFC Tags, and QR codes to confirm cleaners are visiting required locations on time.

All data collected from the mobile app is sent to the Web Portal. The Web Portal allows managers to view live and historical maps showing cleaner locations and generate reports on performance.



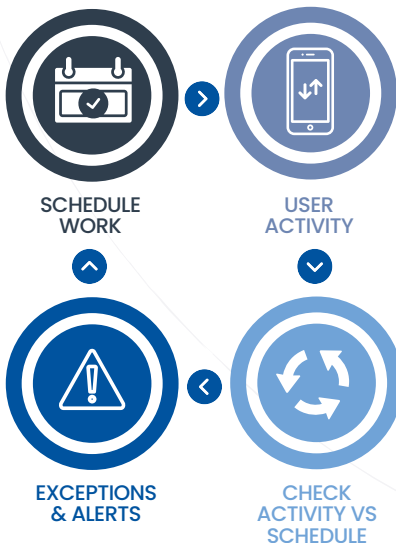
KEY FEATURES:

LOCATION TRACKING

The system provides live and historical reports showing cleaners locations and movements. This gives you confidence that the cleaning team are providing the required services.

SCHEDULED WORK & LOOP TIMES

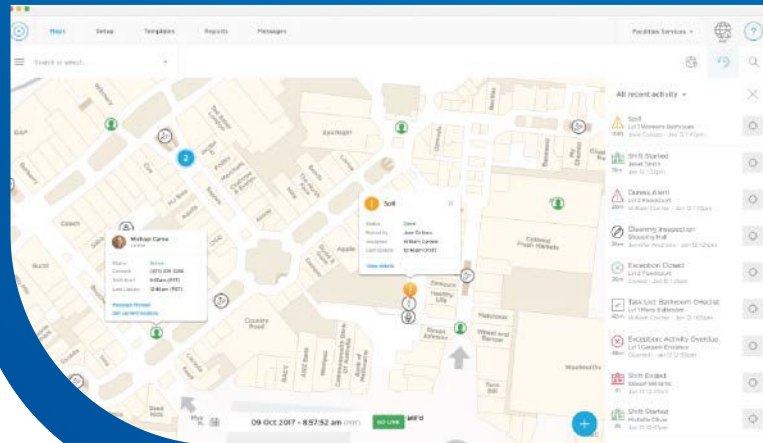
The platform can create schedules for Visits, Tasks and Audits. Visit schedules can be assigned to locations and zones (Beacons, NFC Tags, QR Codes) and monitor compliance with work schedules and rotation times (loop times). If a cleaner fails to arrive at a location on time, or complete a required activity, the system will automatically generate an exception. Full visit and exception reporting can be used to improve compliance and to defend against public liability slip and fall claims.



REAL-TIME COMMAND CENTRE

Imagine a version of Google Maps that shows the location of every single cleaner in real-time. Not only that, but you can also see the status of scheduled work, or manage issues that need your attention

The Command Centre is accessible from any web browser and enables better visibility and faster response times. Your management team can now take control of their operations and manage more sites remotely.



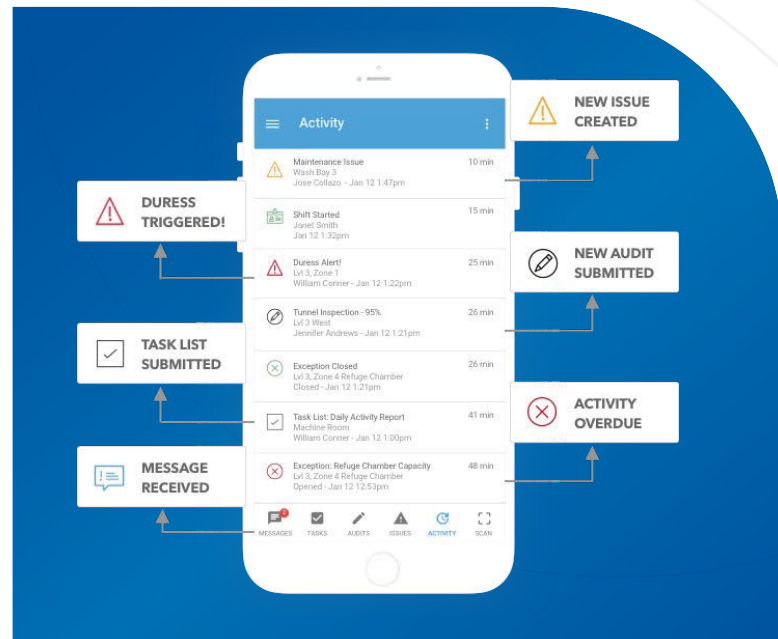
“ WITH THIS POWERFUL TOOL, YOU GAIN UNPRECEDENTED CONTROL AND REAL-TIME INSIGHTS INTO YOUR CLEANING OPERATIONS.”

ACTIVITY FEED AND ALERTS

The activity feed is very much like a social media feed, except that it shows everything happening across your business in real-time.

The activity feed is available from the mobile app and Command centre and displays content based on everyone's permissions.

You can also setup mobile and alerts or for the activities that are important to you, for example, new audits, new cleaning issues or missed service.

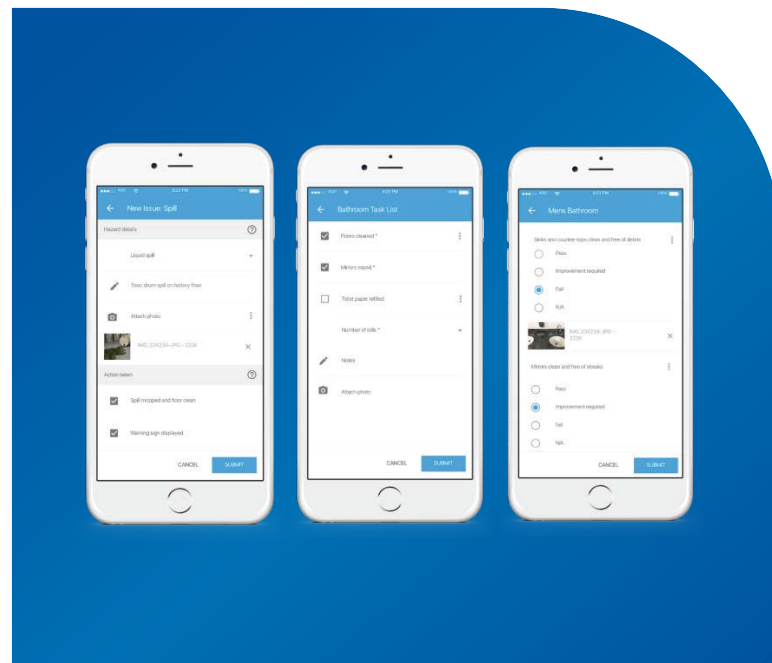


MOBILE APP AND FORMS

Available on iOS and Android, the mobile app is a powerful workforce tool and records all cleaning activity from the field using smart mobile forms. Task, incident and audit forms are quick and easy to build and submitted data populates reports in real-time

Task forms can be created for each site and can be aligned with the scope of work. When the cleaner opens the app on site, they can view and submit the task list that is relevant to their location.

Issue forms allow cleaners to report on site issues such as hazards, cleaning issues, maintenance issues and incident reports. Issues can be assigned to other employees for action and managed through to resolution.



TIME AND ATTENDANCE

Start and end shifts using the Lighthouse mobile app and use location information to ensure your cleaners are where they should be. Easily review shift data and export to your preferred payroll system with ease.

DASHBOARD AND REPORTS

Dashboards are available to show what's going well and what's not going so well so you can continuously improve your operations. All your activity reports are stored securely in the cloud for seven years. View online, download to Excel, or get automatic PDF reports email directly to your inbox.

Lighthouse also offers custom dashboards, powered by Amazon Quick sight. Reports can be scheduled via email on a weekly or monthly basis.

MESSAGES

The mobile app also has inbuilt messaging enabling fast and reliable communication between cleaners, supervisors, and customers. Notify a cleaner of any adhoc cleaning task, leave shift handover notes for the next cleaner, or send broadcast announcements to all cleaners.



lighthouse 20th Nov 2018

Bathroom Inspection 75%

Level 1 Mens Bathroom - 4:23 pm (PDT) by William Smith

Guard

Name	Jonathan Brown
Employee number	4823

Bathroom Inspection 4.5/6

Question	Score
Basin and counters clean and dry	Pass
Mirrors wiped	Needs improvement
Toilet paper stocked	Pass
Floors clean and dry	Fail

Overall cleanliness Pass

Comments:
Linen room door at amen, connector adjoining etc, toilet paper in bin, floor paper porta john, at viverra erat
Lighthouse app

Total Score 4.5 / 6

lighthouse Audit | 20th Nov 2018



lighthouse 20th Nov 2018

Incident Report

Level G Food Court - 3:45pm (PDT) by William Smith

Status: OPEN

Assignees: Michael Carne, Jonathan Chrisp

Timeline

Activity	User	Timestamp (PDT)
Issue opened	William Smith	3:45 pm
Issue assigned to John Burrows	William Smith	3:46 pm
Issue Closed	John Burrow	3:53 pm

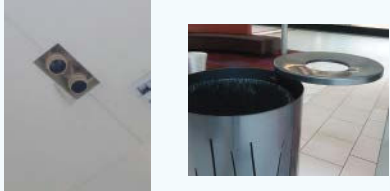
Overview

Location Details: Near the tables outside Subway

Description: Leaking Roof

Action Taken: Mapped and safety sign placed

Photos



lighthouse Issue | 20th Nov 2018

NATIONAL OFFICES

VICTORIA (HEAD OFFICE)
Central 2, Level 3, Suite 44
1 Rickets Road, Mount Waverley,
Victoria 3149

NEW SOUTH WALES
Level 17, Angel Place
123 Pitt St,
Sydney, NSW 2000

QUEENSLAND
Level 54/111
Eagle Street,
Brisbane, QLD 4000

SOUTH AUSTRALIA
The Watson,
33 Warwick Street,
Walkerville, SA 5081

TASMANIA
Level 6 Reserve Bank Building,
111 Macquarie Street,
Hobart, TAS 7000

WESTERN AUSTRALIA
South32 Tower, Level 25,
108 St. Georges Terrace,
Perth, WA 6000

NORTHERN TERRITORY
Level 16, Charles Darwin Centre
19 Smith Street Mall,
Darwin, NT 0800

ACT
Level 9, Nishi Building,
2 Phillip Law Street,
NewActon, ACT 2601