



COMMERCIAL
CLEANING
AND
INTEGRATED
SERVICES



100% AUSTRALIAN OWNED & OPERATED



NATIONAL COVERAGE



**ISO ACCREDITED FOR OHS, QUALITY,
ENVIRONMENTAL & SAFETY**





THE SMART CORPORATE SOLUTIONS GROUP OUTLOOK

The Smart Corporate Solutions Group (SCS Group) was created from its founding leader's tenacity and entrepreneurial skill for 'connecting the dots', sharing his vision and filling the critical gaps within the industry by developing a smarter approach to solving problems.

Today, SCS Group is an Australian-owned and operated company offering a portfolio of integrated and bespoke solutions across the country, including our recently launched Property Division.

We provide a complete cleaning and property management solution to our clients - integrated, connected, and designed around your needs - delivered by service and industry experts.

Now and beyond, we are totally focused on improving our client's facilities, ensuring the health and safety of our employees and the community, and creating a professionally engaging and rewarding experience for our people.



OUR MISSION

To deliver smart, breakthrough solutions, outstanding levels of service, an engaging and rewarding environment for our employees, and generate positive outcomes for our clients.

OUR 'EPIC VALUES'

Our company is defined by our passion, integrity, collaboration and entrepreneurial spirit, as we continually strive to fulfil our vision. These values guide us in all that we do and are the bedrock upon which our business is built.

These values drive our Group's performance and ensure their longevity, and to continually motivate our team to achieve excellence.

A DEEPLY COMMITTED GROUP

Our talented people are the foundation upon which our company stands. We inspire our people to thrive and introduce new ideas. We have a relentless drive to deliver the highest valued solution.

OUR HUMBLE BEGINNINGS

Managing Director, Nicholas Pastras knows a thing or two about operations and expanding a national business. Some 25 years ago, Nicholas got his start as a cleaner to earn a little extra income on the side to support his young and growing family.

Understanding the challenges within the industry having worked in the frontline, along with a real passion for innovation and transforming businesses, he knew he could make a difference. So in 2009, his new venture, Smart Cleaning Solutions, was born.

The business has grown rapidly since its establishment, which has seen it extending its operations nationally. Further expansions in 2020 pushed the business into a new phase of expansion and diversification; SCS Group was formed, and including more recently the Business Property Division.

The company's values are the same now as when Nicholas started out in 2009. This is tribute to the culture of respect, family spirit and commitment you will find with SCS Group.

***"OUR VISION IS CLEAR:
To become Australia's
premier smart cleaning
& property management
provider."***



Nicholas Pastras
Managing Director



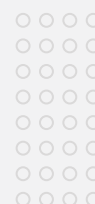
A FAMILY VALUES-BASED ORGANISATION & 100% AUSTRALIAN OWNED & OPERATED

Our employees, suppliers, customers, and communities are all part of our extended family. We are a family run business that believes in providing exceptional customer service and building great relationships with our clients.

OUR NATIONAL FOOTPRINT

We service all major states and territories in Australia and have purpose-built offices in every major city across the country.

Our services are fully integrated under one roof, enabling SCS Group to operate as a smart, connected business and seamlessly monitor operational activity locally and nationally.



14+ YEAR HISTORY

200+ YEARS OF SENIOR
MANAGEMENT EXPERIENCE

6000+ HOURS OF
CLEANING DAILY

2000+ SITES NATIONALLY

3,500+ SERVICE PERSONNEL

AU
\$50M+ NATIONAL REVENUE



WHAT DRIVES US?

DELIVERING TO OUR CLIENTS

We deliver value for our clients by making processes smarter, organisations more resilient and customer experiences better.

We achieve this by using smart technologies and the skills and expertise of our people. We listen and respond to what our clients tell us, understanding their changing needs and collaborate with them to ensure that we meet their expectations.

DEDICATED TO EXCELLENCE IN ALL THAT WE DO...

Our obsession for service excellence drives us to exceed expectations, to challenge ourselves to constantly improve and to never settle for "good enough."

Our smart, complete solutions provide the expertise and resources you would expect from a top tier organisation, but with the agility and responsiveness of a boutique business.



"We have taken a fresh approach to engineer better, collaborative thinking and deliver a highly personable service that is recognised for its reliability and excellence."

WHY WE ARE DIFFERENT

A TRUE INTEGRATED, COMPLETE SERVICE PARTNER

INTEGRATED SOLUTIONS

Our integrated, scalable, smart solutions are designed to support you across the customer journey.



DESIGNED SOLUTIONS

Our expertise and capability allow us to design bespoke, responsive and innovative solutions that meet the evolving needs of our customers across a broad range of environments.



PEOPLE SOLUTIONS

We are smarter together. Pooling our resources and knowledge, and applying these through our one team structure and 'can-do' attitude, means we solve problems and excel in providing complete solutions to meet our customers' needs.



CONNECTED SOLUTIONS

Our smart, connected systems put us at the forefront of the digital revolution. Our investment in smart technologies, combined with insights provided by data and analysis, along with our skilled people enable us to develop solutions that meet our client's needs.



PARTNERED SOLUTIONS

We partner with specialist experts and experienced service partners to add further value to our client's operations.



A RESPONSIBLE MODEL DEDICATED TO EXCELLENCE



"We have taken the steps required to transform the industry by moving away from the traditional operating model - a model known for paying low wages, minimal training, poor customer service and one that has engaged in unfair labour practices, which has yielded several lawsuits over the past few years."

WE ARE DEDICATED TO OPERATING RESPONSIBLY ACROSS ALL AREAS

We believe that being a responsible and ethical business partner, employer, customer and supplier is not just a reaction to the challenges of legal compliance, but an important means of doing business and provides a clear market differentiator for SCS Group.

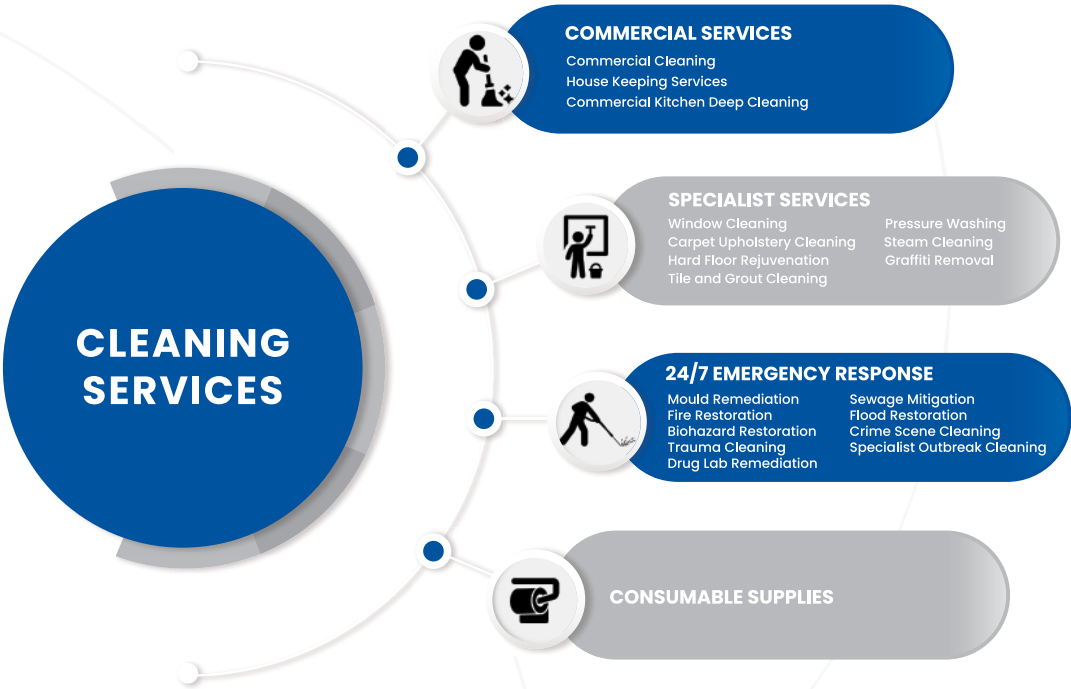
THE PRINCIPLES OF CORPORATE GOVERNANCE GOVERNS THE WAY SCS GROUP OPERATES

As a business that supports the purpose of our customers, we have an enormous responsibility to create safe and healthy work environments. Ensuring that our operations are safe, reliable, and efficient is essential to our success. We deliver on our promises by continuously improving, striving for excellence and best practice in our day-to-day operations, meeting high ethical standards, and acting in accordance with our values, service delivery governance and compliance framework. It is essential for all our stakeholders, customers and employees that we demonstrate how we do this and how we regard the role of corporate governance within our overall sustainability strategy.



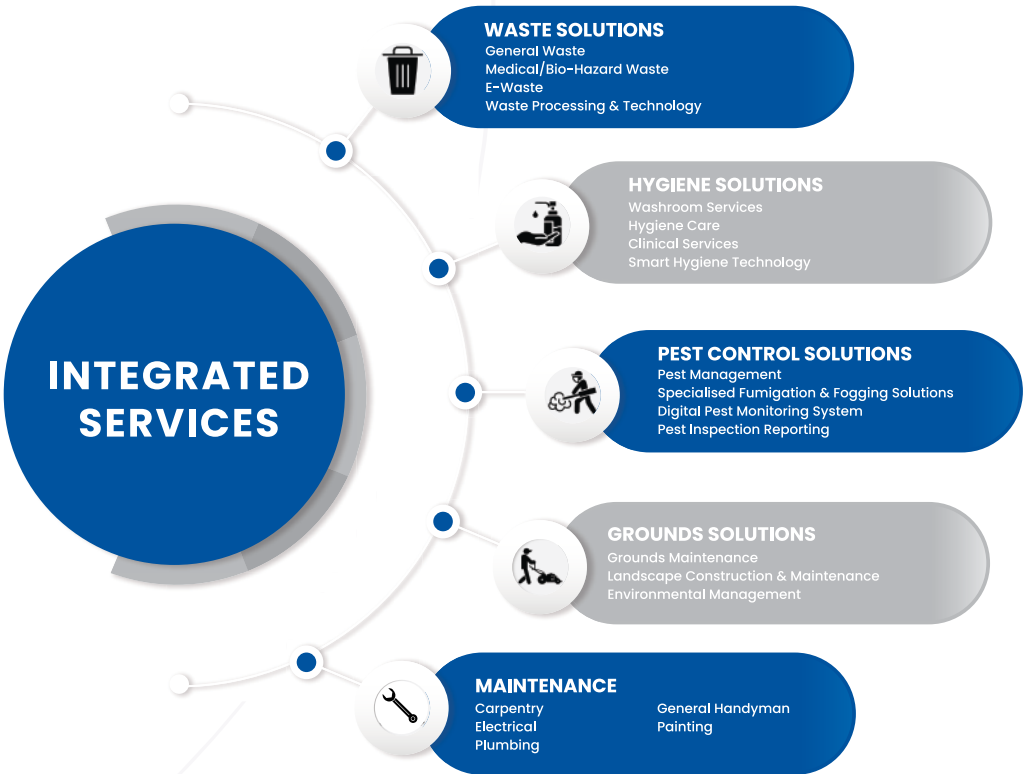
A SMARTER COMMERCIAL CLEANING SERVICE

Smart Cleaning Solutions is a leading provider of cleaning services across Australia. We deliver value for our clients by making processes smarter, organisations more resilient and customer experiences better. Our team are experienced specialists who are committed, passionate and focused on achieving superior outcomes for our clients.



PARTNERED SOLUTIONS TO MAXIMISE EFFICIENCIES

Providing an integrated offering with market-leading service partners. We work with our experienced partners to combine professional expertise and capability to provide clients with a complete solution.



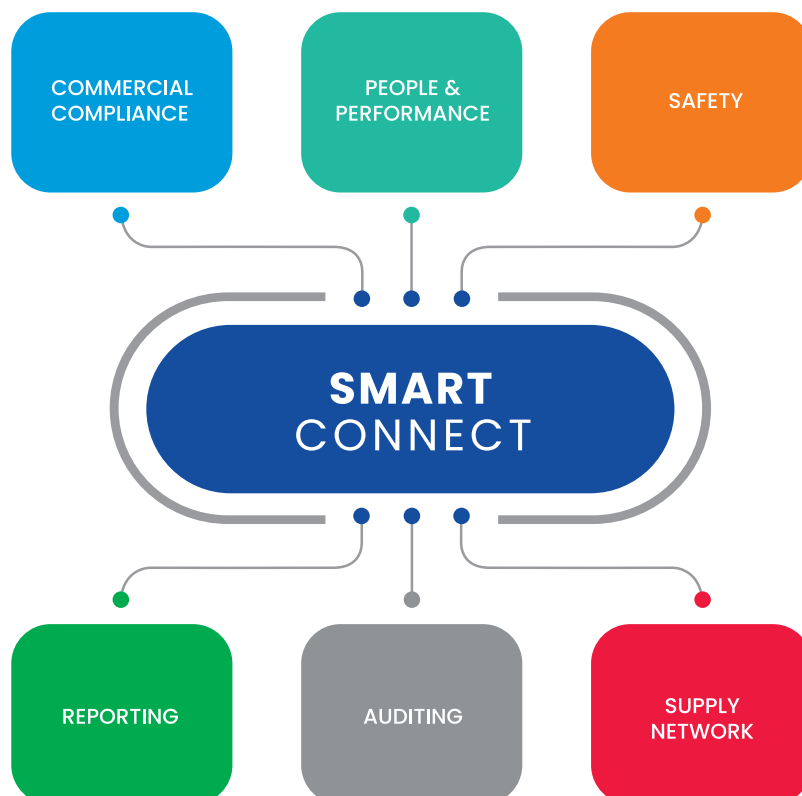
INNOVATION & TECHNOLOGY IS AT OUR CORE

Industry leading innovation and use of technology to create efficiencies, adds value and enhances your customer and staff experience.

- Real-time tracking & reporting plus live account dashboard
- IoT bin tracker & e-water systems
- Smartphone attendance verification and live check-in/monitoring
- Digital contract and site information & online billing
- i-mop technology, driverless scrubbers & intelligent robots
- Electrostatic sanitising & autonomous UV-C disinfecting

THE SMART CONNECT SYSTEM

Our Smart Connect System keeps our customers connected by providing transparency across various reporting disciplines. Our customised reporting templates include time and attendance, invoicing, training matrix and site audit with hazard identification that offers our clients peace of mind during critical phases of our service implementation.





EXPERTS IN YOUR INDUSTRY

SMART SOLUTIONS, DESIGNED AROUND YOU

SCS Group delivers smart cleaning and property management solutions to organisations across a wide range of sectors. We can offer an unparalleled breadth and depth of service solutions in the integrated services space, enabling us to deliver long-term value for our customers, employees, and partners as well as society at large.



AGED CARE



EDUCATION & EARLY LEARNING



HEALTH & FITNESS



MEDICAL



STADIUMS, COMPLEXES & EVENTS



RETAIL



INDUSTRIAL



TRANSPORT & LOGISTICS



HOSPITALITY & RESTAURANTS



COMMERICAL



GOVERNMENT, COUNCIL &
NON FOR PROFIT ORGANISATION



ACCOMMODATION
& HOUSE KEEPING



"We are committed to constantly enhance our Group Management Systems and improve our quality, health and safety performance and environmental footprint."

WE HAVE AN INTEGRATED MANAGEMENT SYSTEM (IMS) WHICH DESCRIBES OUR WAY TO RUN AND CONTROL OUR OPERATIONS; IT CONTAINS RECORDS PROVING THE ADHERENCE TO DEFINED WAYS OF WORKING.

PUTTING SAFETY FIRST

We make safety a personal responsibility and hold each other accountable for safe acts and behaviors, ensuring that nothing comes before the health & safety of our people, customers and members of the public. The safety of our people and those in our care continues to be our first priority. We pursue our goal of zero harm with relentless focus throughout the organisation, embedding safety in everything we do, from inducting new employees, to tracking business performance.

MINIMAL ENVIRONMENTAL FOOTPRINT

We recognise the impact that our business activities can have on the environment and are committed to proactively managing these in a responsible manner. The development of sustainable business practice helps us to increase the efficiency of our operations and reduce our ecological footprint.

EFFECTIVE SERVICE DELIVERY THROUGH QUALITY ASSURANCE AND PERFORMANCE MANAGEMENT

Quality and SCS Group are indivisible. We have earned our triple certification based on our high-quality of service delivery and not just our robust back-office support. This focuses our quality assurance efforts squarely on our customers and anchors our continuous improvement processes to our service delivery.



RISK, ASSURANCE & RESILIENCE

Working towards ISO31000, we use our Risk Assessment tool to quickly identify and evaluate your risks. Combining expert knowledge with the latest technology, we ensure our risk assessment matches your unique requirements, to develop your bespoke, integrated solution.

OUR SCS GROUP MANAGEMENT SYSTEM IS NATIONALLY CERTIFIED TO ISO 9001, ISO 14001 AND ISO 45001.



CORPORATE SUSTAINABILITY IS EVERYONE'S RESPONSIBILITY

Each of our initiatives is meaningful and reflects our commitment to the environment, the community and diversity.

We take care of our people. We positively impact our communities and our planet. We make a difference by helping Australians live and work in safe and secure environments. We are inclusive and incorporate diverse perspectives in all that we do.

Since its inception, the Group has made sustainable development one of its strategic priorities. Our actions provide a powerful response to the issues of the lack of Industry oversight in general, as well as the role a group like SCS Group should play within the industry and society.

WE ARE DEDICATED TO IMPROVING THE QUALITY OF LIFE AND ENHANCING THE COMMUNITIES IN WHICH WE OPERATE

We are an active part of the communities we operate in. Through community partnerships, we engage our employees, fulfill our social responsibilities, and empower our local and regional communities. We are committed to behaving ethically and contribute to economic development whilst improving the quality of life of our local community, our workforce and their families.

We are proud to support the following organisations:



WE BELIEVE THAT RECONCILIATION AND CLOSING THE GAP IS CRITICALLY IMPORTANT

An inclusive workforce that reflects contemporary Australia is critical to delivering performance and positive outcomes for our clients and their communities. We consider educational and employment opportunities crucial to building strong and independent communities.

To fulfil our vision of closing the current gap between the experience of Aboriginal and Torres Strait Islander peoples and other Australians, we contribute to reconciliation through our work with Aboriginal and Torres Strait Islander people, communities and organisations.



OUR PEOPLE

THE HUB OF OUR SUCCESS AT THE SCS GROUP OF OUR BUSINESS.

At The SCS Group, we firmly believe that our success as an organization is directly tied to the wellbeing and satisfaction of our employees. Our people are the heart and soul of our company, and as such, we are committed to providing an environment that fosters their growth, happiness, and overall success. Below we share various initiatives we undertake to nurture and prioritize “Our People” at The SCS Group.



1. DIVERSITY, EQUITY, INCLUSION

Diversity, equity, and inclusion are not just buzzwords for us; they are the cornerstones of our corporate culture. We recognize the value of a diverse workforce and embrace individuals from different backgrounds, perspectives, and experiences. By fostering a truly inclusive workplace, we create an environment where everyone feels valued, respected, and empowered to bring their authentic selves to work.

2. CREATIVE AND INNOVATIVE

Innovation is at the core of our business, and we encourage our employees to explore their creativity and think outside the box. We believe that every individual has the potential to contribute unique ideas and perspectives. Our emphasis on creativity enables us to stay at the forefront of our industry and continuously adapt to ever-evolving market demands.

3. SUPPORTIVE AND RESPECTFUL

We strive to create a supportive and respectful work environment where open communication and collaboration thrive. We understand the importance of work-life balance and offer flexible working arrangements to help our employees manage their personal and professional lives effectively. By prioritizing mental health and wellness programs, training initiatives, and ongoing professional development, we ensure that our employees feel supported, motivated, and appreciated.

4. COMMUNITY MATTERS

Giving back to the community is deeply ingrained in our company's values. We encourage our employees to actively engage in community service projects, volunteering, and charitable initiatives. Through these efforts, we not only make a positive impact on society but also foster a sense of camaraderie and teamwork among our employees.

5. BEING TRANSPARENT:

Transparency is vital to building trust and fostering a culture of open communication. We believe in sharing relevant information about our company's direction, goals, and decision-making processes. By keeping our employees informed, we empower them to make better-informed decisions and actively contribute to the organization's growth.

6. BEING FLEXIBLE

Recognizing that each individual has unique needs and circumstances, we prioritize flexibility when it comes to accommodating our employees' requirements. We understand that a one-size-fits-all approach does not work, and we strive to offer flexible working hours, remote working options, and other benefits that help our employees strike a healthy work-life balance.

7. EMPLOYEE RECOGNITION PROGRAM

We firmly believe that recognition and appreciation are vital for employee morale and motivation. To honor our employees' hard work, dedication, and achievements, we have implemented a comprehensive employee recognition program. This program acknowledges outstanding performance, exceptional efforts, and contributions that align with our company's values and objectives. By celebrating our employees' accomplishments, we foster a culture of appreciation and inspire continued excellence.

8. PRIORITIZE RESPECT

Respect is the foundation of our work culture. We treat every employee, customer, and stakeholder with the utmost respect, fostering a positive and inclusive environment. We believe that through empathetic and respectful interactions, we can create an atmosphere that encourages collaboration, mutual growth, and shared success.

9. EMPLOYEE WELL-BEING AND WORK-LIFE BALANCE

Maintaining a healthy work-life balance is essential for our employees' overall well-being and productivity. We understand that a happy and satisfied workforce leads to increased creativity and efficiency. To support this, we offer flexible working arrangements, remote work options, and wellness programs that encompass mental health support, fitness classes, and stress management workshops. Our aim is to create an environment where employees feel valued not only as professionals but also as individuals with personal lives and aspirations.

10. TRAINING AND DEVELOPMENT PROGRAMS

Investing in the growth and development of our workforce is crucial to maintaining a competitive edge in today's rapidly evolving business landscape. Our extensive range of training and development programs enables employees to enhance their skills, broaden their knowledge, and stay up-to-date with the latest industry trends. From technical training workshops to leadership development initiatives, we prioritize continuous learning to empower our staff to reach their full potential.



IN CONCLUSION

"Our People" are at the core of everything we do at The SCS Group.

By prioritizing diversity, equity, and inclusion, fostering creativity and innovation, providing a supportive and respectful work environment, engaging in community matters, promoting transparency, being flexible, implementing an employee recognition program, and championing respect.

We strive to create an inclusive culture where every individual feels valued, supported, and empowered to reach their full potential. Together, we build a brighter future for our people, our company, and the world around us.

HELPING OUR PEOPLE THRIVE

IN-HOUSE
EMPLOYEE
RECOGNITION
PROGRAM



A MOTIVATING AND ATTRACTIVE WORK ENVIRONMENT

Our group is rising to its challenges thanks to our employees' hard work. Our efforts go beyond wages and benefits, and include training and development opportunities, a culture of recognition, and an infrastructure that enables and encourages a motivating and attractive working environment.

We celebrate performance, collaboration, and recognition. We believe great accomplishments deserve great benefits and fair pay. Our aim is to offer our people the benefits, but also the support, resources and tools they need to grow and perform.

RECOGNISING AND REWARDING SUCCESS

We are a family, and true believers in making sure our employees feel included, supported, and encouraged irrespective of their position. We strive to offer the kind of rewards, benefits, and perks that you would expect from an exemplary employer that takes good care of its people. We are committed to a culture of wellness, and to providing employees with the tools necessary to make informed decisions about health and wellbeing.

ACCESSIBLE ANYWHERE, ANYTIME

Our platform holds a dedicated recognition hub which allows employees to access their awards from any device. Available through browsers or the mobile app, employees can easily access the range of rewards wherever they are.

ADDED VALUE OUTSIDE THE WORKPLACE:

EMPLOYEE WELLBEING

Access to gym discounts, free online classes, healthy eating, meditation and mental wellbeing support.

PERKS & REWARDS

Receive rewards from major retailers ranging from groceries, petrol, family holidays, shopping, entertainment, dining and takeaways, ensuring there is something to suit everyone.

PEER-TO-PEER RECOGNITION & COMMUNICATION

Our employee recognition program lets everyone send shout-outs, celebrate milestones, encouraging a true culture of recognition and ensuring no one feels left out.

"We are proud to offer our people with a purposeful and flexible benefits program through a unified platform that enhances every stage of the employee experience at SCS Group."

OUR PROMISE



Treating everyone with respect is fundamental to our beliefs and is critical to the integrity of the business.

SCS Group is 100% committed to providing you with the highest levels of service, every time.

We promise to continually develop bullet proof systems to ensure no matter who you deal with in our business, you will be provided with a consistent experience.



Nicholas Pastras
Managing Director



Glyn Davies
CEO-Chief Executive Officer



Tony Phan
CFO-Chief Financial Officer



Liam Mckie
CIO-Chief Information
Officer



Terry Melhuish
General Manager of Sales



Adam Browning
National Operations Manager





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