

PPS CLEANING CAPABILITY STATEMENT

Commercial & Strata Cleaning Specialists





MACQUARIE CENTRAL



METROPOLITAN RESIDENCES



SPLENDOUR APARTMENTS



CENTRIC



NEUE



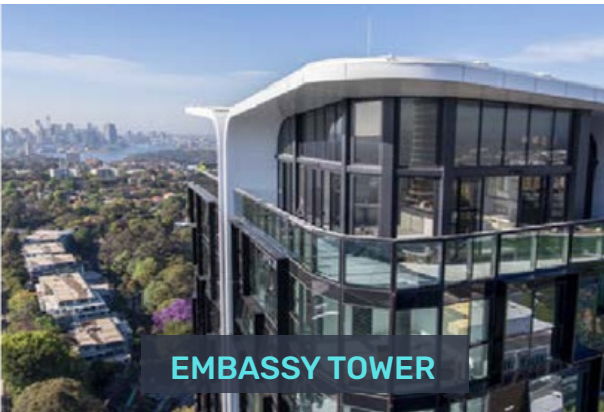
THE LINCOLN



THE DORCHESTER - POTTS POINT



KINGSTON QUARTER



EMBASSY TOWER



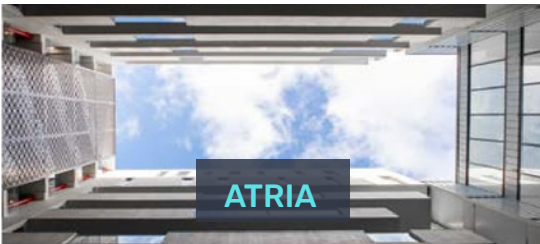
GOWRIE APARTMENTS



PORT JACKSON TOWER



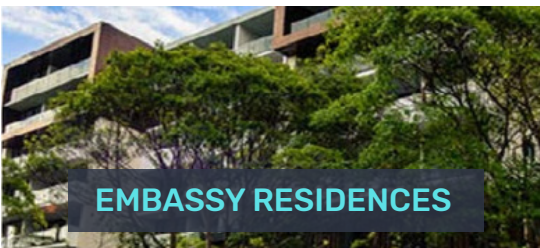
EMBASSY RESIDENCES II



ATRIA



THE SEBEL



EMBASSY RESIDENCES



— ABOUT PPS



PPS Cleaning Services has been providing professional Commercial and Strata Cleaning services across the greater Sydney region for more than 8 years, delivering reliable, high-quality outcomes for our clients.

With over 25 years of industry experience across the property sector, we understand the operational expectations of residents, committees and management companies.

Our approach is built around a simple philosophy: **Process. Professionalism. Performance.** By focusing on clear, certified procedures, trained staff, and strong management oversight and reporting, PPS delivers reliable cleaning services that support the long-term presentation and performance of the buildings we maintain.

We have built trusted relationships across our portfolio, where owners and residents feel confident engaging with our team, knowing that any issues raised will be addressed promptly and resolved properly, using the latest technology. Experience the difference of a cleaning team that genuinely cares about the presentation of your property, the standard of service delivered and the relationships we build.

Kind regards,

John Knight
General Manager
PPS Cleaning Services
M 0413 300 339
E GM@ppscleaning.com.au



WHAT WE DO

PPS Cleaning Services delivers tailored commercial and strata cleaning solutions across residential, mixed-use and healthcare environments.

Our services are structured to ensure consistent presentation, hygiene, and long-term asset performance.

Our Services

Commercial Cleaning, Offices, Retail & Industrial



Medical Suites & Assets



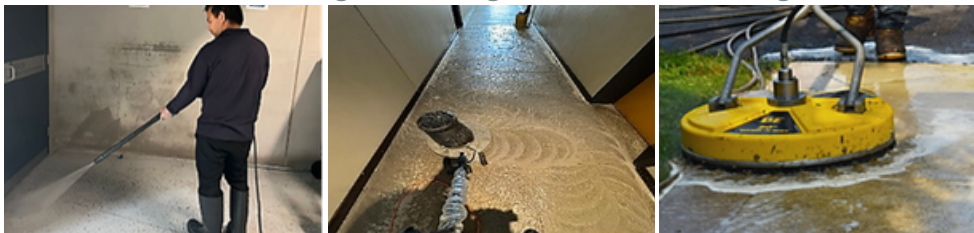
Residential Strata Buildings, Estates & Mixed-use Buildings



Car Park Cleaning Including Machine Sweep & Scrubbing



Specialist Ad-hoc Cleaning Including, Pressure Washing & Tile Cleaning



OUR DIFFERENCE



PROCESS

- Detailed cleaning schedules supported by time & motion analysis, so you know what your cleaner is doing, where and when each day
- Site specific procedures and customised cleaning checklists
- Structured team onboarding to ensure site familiarity and consistency from day one



PROFESSIONALISM

- Trained and experienced staff with strong focus on presentation and accountability and communication
- Direct access to senior management for prompt resolution for any site matters
- We use Industry best-practice cleaning techniques to ensure a consistent, healthy and high-quality presentation



PERFORMANCE

- QR- based feedback system available onsite for residents and committees
- Quarterly resident surveys to receive feedback to improve our service standards
- Regular management inspections and performance reporting
- Proactive issue identification and reporting of maintenance and safety issues to management

QUALITY, SAFETY & COMPLIANCE



PPS operates under recognised industry standards and maintains certification across key areas including:

- Quality Management (ISO 9001)
- Environmental Management (ISO 14001)
- Workplace Health & Safety (ISO 45001)

As part of these certifications, we continually review & audit our processes in line with requirements.

Our key company policies are available for review via the link below:

[PPS Cleaning ISO Policies](#)

We also maintain:

- \$20M Public Liability Insurance
- Workers' Compensation Insurance
- Contractor compliance systems

All staff complete site inductions, training and supervision programs to ensure safety and service standards are maintained.

Utilising Employment Hero:

- Digital onboarding
- Geo-tracked site sign-on
- Wage rate compliance





OUR PORTFOLIO

Our portfolio ranges from commercial shopping centers, medical assets, boutique retail buildings through to large multi-scheme residential estates.



Retail Supermarket and Residences - The Albany, Crows Nest
101-111 Willoughby Road, Crows Nest NSW 2065

PPS Cleaning has serviced this mixed-use development for over four years, comprising public car parking, loading docks, retail tenancies, and residential apartments. Our scope includes cleaning across all common areas within these spaces.



Medical Suites - Parkway San Clinic, Wahroonga
172 Fox Valley Road, Wahroonga NSW 2076

PPS Cleaning has maintained this modern medical facility for over six years, delivering cleaning services aligned with the high standards expected within a medical environment. Our scope includes all common areas, including basement car parks, toilets, lifts, and individual medical suites.



Multi Scheme Residential Towers - Ryde Gardens, North Ryde
 1-5 Network Place, North Ryde NSW 2113

PPS Cleaning has serviced Ryde Gardens for the past two years, a large-scale residential development comprising approximately 830 lots across three towers. Our scope includes a three-level basement car park, pool, gym, and landscaped internal courtyard.



Premium Boutique Apartments – The Wharf Terraces, Woolloomooloo
 11A Lincoln Crescent, Woolloomooloo NSW 2011

PPS Cleaning has maintained this boutique waterfront apartment complex in the heart of Sydney for over eight years. Our scope includes all common areas, as well as pool, gym, and marina facilities.

What Our Clients Say

Industry-Leading Client Retention

PPS has built a reputation for long-term client relationships, maintaining an exceptionally high client retention rate across our portfolio. Many of the buildings we service have remained with PPS for several years, reflecting the consistent standards, professionalism and performance our clients expect.

Ryde Garden:

Since PPS Cleaning commenced at Ryde Gardens, we've seen a clear improvement in the overall cleaning standards across the site. Given the size of the property, consistency and responsiveness are key, and the team has delivered well on both. They are quick to address any issues raised and maintain a strong, reliable presence on site. Overall, PPS have been easy to work with and have contributed positively to the presentation of the building. I would be happy to recommend their services.

- Deon Liebenberg (Chairperson)

The Wharf Terraces:

I have been part of The Wharf Terraces strata committee for some years, and chair for the past 5 years, and a resident throughout. We are greatly appreciative of the excellent assistance we are provided by PPS Cleaning and their wonderful staff, the latest of whom, Sujan, is an extremely conscientious and thoughtful part of our community. He is unfailingly courteous, friendly and always looking to help residents and maintain the building to an excellent standard.

At a time when there are workplace pressures on the retention of good cleaning staff, we feel we have a very responsive partner in PPS Cleaning and its team. PPS Cleaning is a trusted partner, and I would highly recommend their services.

- Beth Jackson (Chairperson)

Hebera Apartments:

We recently changed over to PPS Cleaning six months ago, and what a difference! The service has been excellent and our cleaner, Akish, takes genuine pride in maintaining our building. He is polite, helpful and always willing to go the extra mile. Communication has also been excellent. Our dedicated Cleaning Manager works closely with our Board and cleaner, with regular communication, site visits and reporting to ensure any issues are addressed promptly. I have served on the committee for approximately ten years, chaired it for the past five and, lived in the building for 17 years. Our building has never been better cared for.

PPS Cleaning continues to deliver on its commitment to high cleaning standards and regular checking in to ensure we are satisfied and identify where they can improve. Moving to PPS Cleaning has been a great decision for our building, and I would highly recommend them.

- Glenda Reichman (Chairperson)

How We Can Help You

Let Us Assess Your Site

Every property operates differently, which is why we take the time to properly understand how your site functions day to day before recommending solutions.

- Detailed on-site assessments to understand the unique needs and operations of your property
- Practical recommendations tailored to your building, residents and site requirements
- Transparent and accurate quotations based on the actual needs of the property
- Experience preparing detailed tender submissions across a wide range of asset types and building environments

Let Us Create Your Cleaning Scope & Cleaning Plan

We believe good site management starts with clear planning, consistent standards and realistic expectations.

- Clearly defined scopes of work tailored to your building layout and usage
- Structured cleaning plans designed to deliver consistency, efficiency and accountability
- Site-specific duties and schedules developed to suit each property's operational needs
- Regular signoffs and quality checks to ensure standards are maintained

A practical framework that ensures all areas are covered thoroughly and consistently

Let Us Keep You Up To Date With Ongoing Communications & Reporting

Reliable service comes from strong communication, responsive support and proactive management.

- Clear escalation pathways for site issues and operational matters
- Responsive support for urgent and emergency cleaning requirements
- Prompt on-site attendance across Sydney supported by a dedicated operations team
- Open and consistent communication with building managers, committees and residents
- Proactive identification of maintenance or presentation issues to help management address concerns early on

Let us take care of your cleaning needs, call me for help!

John Knight
General Manager
PPS Cleaning Services
M 0413 300 339
E GM@ppscleaning.com.au

COMPANY DETAILS & INSURANCE

Company Name: Process Property Services Pty Ltd

ABN: 44 638 595 534

Phone: 02 8074 3220

Email: help@ppscleaning.com.au

Postal Address: PO Box 461, Surry Hills NSW 2010

Main Office: Suite 804, 275 Alfred Street, North Sydney NSW 2060

Public Liability Insurance: Shield Cover (Policy No. LIAB0009349)
\$20,000,000 Limit of Liability

Workers Compensation Insurance: iCare Workers Insurance (Policy No. 244077901)



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