

Capability statement





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01

Company overview

Australia's premier facilities management partner, operating on a global scale.

In 2005, we began our journey from Melbourne with a single effective cleaning project for a leading supermarket chain. Since then, we have ventured in to a universe of facility services across Australia by providing our clients with reliable services.

Our slow but steady journey has partnered us with a range of top end clients whom we have secured working with for a number of consecutive tender treaties over a period of 15 years.

In 2016, we established ourselves in Sri Lanka with the intension of expansively introducing standardised facility services to reputed clients and organisations in South Asia.

Today, we are proud to be one of the preferred service providers for cleaning and facility services for a number of reputed entities including government bodies, hospitality organisations and large scale department stores in multiple geographical locations internationally.

Our relentless effort on delivering an excellence in facilities has become our strength of success that provides us the stability in our motion when we say 'yes we can' for an array of services with confidence.

Naveen Wijewickrama Managing Director

With over two decades of experience across the hospitality and facility service industries in Australia, Naveen is uniquely qualified to ensure NCW delivers on its commitment to quality.

His intuitive approach to service delivery, lead by innovation, has helped modernise industry initiatives, establishing NCW as one of Australia's leading facilities management provider.

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Who are NCW?

Our vision

To improve the everyday life of our clients by providing first class services.

Our values

01 People first

Respecting, supporting and inspiring those we work with.

02 Safety is our business

Putting the safety of our people first, as we work towards zero harm in our workplaces.

03 Leading by example

From senior management to our on-site teams, our hands-on approach ensures we get the job done right every time.

Our mission

Is to provide a service that results in the highest possible client satisfaction. Our commitment to continuous improvement helps ensure we meet and exceed our client's needs, time and time again.

15

years in operation

500+

staff

30+

separate contracts

Locations in Victoria, Sydney and Adelaide, Australia and nationally across Sri Lanka.



Service streams include:

- Hygiene Services
- Cleaning Services
- Facility Management
- Security Services
- Speciality Building and Construction
- Hospitality Services
- Waste Management
- Pest Control

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Services

Facility management

Effective and efficient cleaning, maintenance and facility management services for our clients across:

- Retail and hospitality
- Offices and commercial spaces
- Supermarkets
- Universities, schools and other education facilities
- Stadiums and major events
- Transport
- Warehouses and industrial zones
- Health care and hospitals
- Hotels and gaming venues

Security services

Delivering a total security solution for your organisation, with:

- Security officers
- Concierge services
- Control officers
- Advanced surveillance systems
- Security patrols (mobile and static)
- Personal protection officers

Specialised cleaning services

Our diverse range of high-quality cleaning services means we can deliver a specialised solution, tailored to your needs.

- Infectious cleans services
- Periodic or deep sanitation
- Waste removal
- Industrial and commercial
- Graffiti and pressure-washing services
- Flood restoration services
- Construction cleaning
- High-rise window cleaning



Waste management

As part of our comprehensive facility management offering, we deliver a diverse range of waste removal and management services, including:

- General waste
- Recycling
- Specialised waste

Pest control

Our state-of-the-art pest control processes, machinery and chemicals – which are environmentally safe to reduce our carbon footprint – are supplied from internationally renowned companies, ensuring we deliver on our commitment to quality.



Building and construction

We offer a diverse range of services – from design and planning, building and investment – across the building and construction industries, including membership with the Master Builders Association of Victoria.

Hospitality services

With extensive experience providing design and consultancy services in high-quality service and product-orientated environments, our long history in the hospitality industry ensures we know how to deliver premium, boutique venues.

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Innovation & technology

Our investment in state-of-the-art new technology and processes ensures we're always adapting and improving. This helps set us apart and deliver on the promise we make to our clients.

Our technology includes:

- 01 Electronic auditing and safety systems that deliver results in real-time, allowing for more accurate reporting
- 02 Automated staff payment system and tracking abilities to help keep staff safe while working in remote locations
- 03 Automatic robotic scrubbers and eco-friendly sweeping machines

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Organisational structure



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From senior management to our on-site teams, one of our core values is to lead by example. Focusing on teamwork, this hands-on approach helps to ensure we deliver on our commitment to quality.

Naveen Wijewickrama
Managing Director

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Cleaning and facilities team



Team leaders



Operational supervisors



06

Environmental focus

At NCW, our focus on the environment is second to none. We are committed to operate sustainably with minimal impact to the environment.

Our environmental policy affirms this objective, and helps to ensure that our staff, contractors, visitors and business partners share this vision.

To fulfil this commitment, NCW will observe all environment laws, regulations and compliance obligations and promote environmental education and practices among all stakeholders.

In addition to this, NCW also conducts the following practices:

- Assess our environmental footprint to identify areas of improvement
- Identify waste streams and options for effective waste management
- Improve purchasing (including purchasing recycled materials, reducing waste and using environmentally friendly chemicals)
- Improve storage (reduce quantity, waste and spills, reduce odour by keeping containers closed)
- Conserve energy (eco-friendly lights, turn lights off, emergency efficient equipment, greener fuel sources (such as LPG and methane))
- Conserve water (install water saving accessories, repair leaks)
- Preserve waterways (clearly mark and protect storm water drains)
- Emergency planning and spill response
- Seek appropriate licenses/permits from State Environmental Protection Agencies and other relevant authorities
- Improve education and awareness for all stakeholders
- Notify the relevant authority in the event of a major environmental impact



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Corporate social responsibility

NCW is committed to giving back as much as possible and support the communities we work across.

We invest widely in a variety of charities and initiatives across Australia and Sri Lanka, driven to do whatever we can, wherever we can to support those in need. This includes:

- Providing mobile optometry services to underprivileged communities in rural Sri Lanka
- Contribution of resources and continuous care to orphanages in Sri Lanka
- Donation and contribution of resources and buildings for underprivileged primary schools worldwide
- Founding of a speciality children's cardiology unit in public hospitals in Sri Lanka
- Donations to the CFA and rural communities affected by bushfires

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I've been working with Naveen and NCW from the beginning, handling large projects for various companies across Victoria and New South Wales very successfully. It's a very hard trade to be in for 15 years and survive professionally. I think the key is dedication and a hands on service, which NCW is packed with.

Claus Hauth
General manager,
Pioneer Facility Service, Australia

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The Victorian community was kept safe during the Covid-19 pandemic by NCW crew who worked day and night tirelessly sanitising and deep cleaning the most popular supermarkets and distribution centres across the state. I believe they contributed immensely defeating the plague with a true brave heart.

Ron Meerwald
CEO, Winfield Group of
Companies, Australia

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08 Quality management system

NCW operate under an international Integrated Management System (IMS) covering safety, environment and quality control systems. This integrates all our systems into one complete framework, improving safety and allowing audits to be completed by independent third parties.



Safety & wellbeing

NCW is committed to putting the safety of our staff and clients above all else. To do this, we:

- Ensure our IMS safety systems are associated with ISO 45001 in accordance with Australian OH&S Standards
- Implement quality procedures and safe work method statements for staff
- Use quality accreditation methods to ensure all suppliers are evaluated and authorised
- Comply with all relevant health and safety codes and standards
- Proactively identify and control hazards to prevent injury occurrence
- Implement safety systems and controls across all operations
- Consistently review WHS and OHS processes to analyse efficiency and identify improvements



Environment & sustainability

NCW's environmental management plan acknowledges our obligation to the environment. We actively practice responsible and sustainable environmental management and purchasing procedures. To do this, we:

- Ensure our IMS environment systems are associated with ISO 14001 in accordance with Australian OH&S Standards
- Use chemicals which are certified as environmentally friendly
- Use of energy efficient and battery-operated machinery, including robotics
- Operate an electric vehicle fleet to reduce environmental impact
- Practice environmentally conscious waste management including segregation of waste and recycling



Quality

NCW is committed to delivering the highest standard of quality across our business. To do this, we:

- Ensure our IMS quality systems are associated with ISO 9001 in accordance with Australian OH&S Standards
- Introduced international ISO standards
- Implement efficient management systems to review and improve our service delivery
- Invest in innovation and technology to drive growth and performance
- Practice quality assurance measures to encourage and develop staff, community and client feedback



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