

Capability statement





Contents

01	<u>Company overview</u>	04
02	<u>Who we are</u>	06
03	<u>Services</u>	08
04	<u>Innovation & technology</u>	12
05	<u>Organisation structure</u>	14
06	<u>Environmental focus</u>	16
07	<u>Corporate social responsibility</u>	18
08	<u>Quality management system</u>	20

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

Reflecting on our journey, from humble beginnings to a leading force in the service sector, fills me with pride and gratitude.

Our success isn't just financial; it's about the positive impact we have on society and the environment. Sustainability is at the core of everything we do. We're committed to minimizing our environmental footprint, promoting social inclusivity, and driving positive change in our communities.

Looking ahead, we're dedicated to delivering exceptional services and exceeding our clients expectations.

02 Who we are

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.

Active in Melbourne, Sydney, Adelaide in Australia, Dubai & Abu Dhabi in UAE & nationally across Sri Lanka.

Service streams include:

- Facility services
- Speciality cleaning
- Security services
- Hospitality services
- Pest control
- Waste management

20+
years in operation

500+
staff

30+
separate contracts

03

Services

Facility management

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

- Hotels & Restaurants
- Shopping malls & Retail outlets
- Supermarkets & Departmental stores
- Villas & Housing complexes
- Schools & Universities
- Office complexes
- Warehouses & Industrial zones
- Stadiums and Arenas
- Amusement parks
- Food production facilities

Specialised cleaning services

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

- Emergency response cleaning
- Pressure wash cleaning
- Waterless automobile cleaning
- Carpark cleaning & road sweeping
- Commercial & construction cleaning
- High-rise window cleaning
- Periodic or deep cleaning
- Carpet & furniture steam cleaning
- Graffiti removal services
- Flood restoration services

Hospitality services

Specialised services tailor-made for hospitality organisations including emergency support services and manpower solutions.

- Housekeeping attendants
- Public area attendants
- Kitchen stewarding
- Pool attendants and life guards
- Outsourced payroll & human resources division
- On call electricians, plumbing & AC technicians
- Transport & Logistic
- Gardening & aquarium services
- Rubbish collection and disposal
- Gully, STP and grease trap clearance





Security services

Trained and operated under Australian quality standards, we offer high-quality security officers & surveillance services to both private and government sectors:

- Static officers
- Specialised officers
- Concierge services
- Crowd control officers
- Advanced surveillance systems
- Security patrols
- VIP vehicle escort services
- Secure transport services
- Personal protection officers
- Security risk analysis services

Pest control

Accredited and experienced commercial service with constant updates to our operational systems to make sure our clients are receiving the best level of service possible.

- Comprehensive evaluations and inspection reports
- Expert quality assurance consultants
- Tailormade pest management systems
- Common rodent control
- Insects, flies and termites control
- Nocturnal animal removal
- Outdoor burrowing animal removal
- Bird prevention services
- Bird waste removal
- Sanitation and bacterial treatments

Waste management

Equivalence to our global environment sustainability approach, we offer an array of services to both domestic and commercial entities to reduce, recycle and reuse industrial waste.

- Emergency spillage & rubbish removal
- Organic waste management
- Biohazard clearance
- Construction or demolition rubble removal
- E-Waste recycling
- Skip bin hire and scheduled clearance
- Large events waste management
- Portable toilets hire and biowaste management
- Mixed waste segregation and recycling projects
- Fresh/salt water purification projects



04

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

05

Organisation structure



“

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

”

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

07

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

“

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

”

“

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

”

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.

ISO 45001-2018

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



ISO 14001-2018

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



ISO 9001-2015

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



info@ncwholdings.com | ncwholdings.com

Melbourne

+61 1300 955 584

1259 North Road, Oakleigh
VIC 3166 Australia

Colombo

+94 114 693 377

177/1 Nawala Road, Nugegoda
Sri Lanka

Dubai

+971 55 176 8662

125, 20th Floor Twin Towers (Rolex)
Deira Dubai, UAE