

# Capability Statement



Essential Services  
Australia

## Facilities Services

Essential Services Australia Group (ESAG) is a female led Facility Services Company that manages national property portfolios.

We deliver an exceptional service for our clients by bringing together a collective group of like-minded support service businesses under one aligned banner.

Essential Services Australia Group's purpose is to actively support Indigenous businesses and champion females within our company and supply chain providers.

- Expertise in Indigenous engagement and workforce development
- Female executive team
- Expert speciality in commercial cleaning spanning 35 years
- A one-stop shop of aligned, experienced support services businesses means greater cost and productivity savings for clients
- Delivering positive social outcomes for the Indigenous community

## Social Procurement Outcomes

- ESAG's entire purpose and mission is built around social responsibility deliverables.
- Our entire company from the top down is focused on delivering positive outcomes across all these issues. We intend to drive social procurement initiatives and successfully report against them by assigning specific employees tasks with clear actions and deliverables/deadlines.

Some of our initiatives are as follows:

- Aid in identifying relevant Aboriginal and Torres Strait Islander organisations and support them within our Collective.
- Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate National Reconciliation Week.
- Communicate our commitment to social responsibility to all staff.
- Research best practice and policies.
- Conduct a review of HR policies and procedures to identify existing social responsibility provisions and future needs.

## Our Business Model

Our collective believe in exceeding industry standards and client expectations. Designed to operate with premium efficiency and productivity, ESAG's tailored service model enables clients to cut excess costs without sacrificing quality or safety, making it one of the best value for money services in the industry.

- Commercial Cleaning
- COVID-19 Services
- Grounds Maintenance
- Indoor Plant Services
- Makegood and Restoration
- Handyman and Maintenance
- 24/7 Client Support Services (ESAG ASSIST)
- Electrical Drone Mapping Services
- Construction and Fit Out

We provide clients with total business solutions tailored to their needs, as well as ensuring there is diversity and inclusion across the procurement supply chain. Essential Services' model ensures that our collective group of experts deliver improved cost and productivity efficiencies to clients, as well as achieving a positive social impact.

Essential Services Australia Group PTY LTD

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101 Collins Street  
Melbourne VIC 3000  
ACN 641 020 582

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## Our Offering

Managing commercial cleaning national portfolios across government, not for profit, retail, commercial, education, healthcare, transport and hospitality. For over 35 years, cleaning has been our core specialty. We tailor our solution to your needs, whether it's a single service or a fully integrated solution.

## A Unique Opportunity

Given the current focus on higher hygiene protocols and standards, our specialised services for COVID-19 Deep Cleaning and other COVID Cleaning provides a huge potential for growth and development of an Indigenous workforce (predominantly Indigenous females) within the various sectors. Understanding that our industry can be a pivotal steppingstone for many people, we are utilising this opportunity as one way we can strengthen the Reconciliation message.

## Our Guiding Principle

We are proud to have built an outstanding reputation based on consistently delivering high standards of excellence and a solid commitment to ethical business practises.

We are a socially responsible business that prides ourselves on fair trade policies - including a deep respect for the environment and sustainability.

This has allowed us to secure thriving, long lasting business relationships with a large group of satisfied clients who have experienced our commitment to excellence, our tailored approach to their business issues and our hands-on approach that exceeds expectations.

## Sustainability & Innovation

Given the current focus on higher hygiene protocols and standards, our specialised services for COVID-19 Deep Cleaning and other COVID Cleaning provides a huge potential for growth and development of an Indigenous workforce (predominantly Indigenous females) within the various sectors. Understanding that our industry can be a pivotal steppingstone for many people, we are utilising this opportunity as one way we can strengthen the Reconciliation message.

We remain on the forefront of Australian Standards and we regularly advise clients on ways to maximise the value of materials used, to increase life cycle potential and avoid waste.

- Conduct waste auditing and visual waste inspections for Clients and provide expert advice on where changes can occur.
- Promote foster a culture of open communication and care for the environment.
- Aid clients in the choice and use of recycled materials where possible.
- Provide waste management advice and support to ensure all communities have access to effective and sustainable waste processing.
- Strive for Supply Chain responsibility.

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