Capability Statement

comclean
commercial cleaning

About Comclean

Comclean Australia is a progressive commercial cleaning company, with a team of talented commercial cleaning and maintenance personnel, consistently delivering superior cleaning and maintenance results.

Established in 2002, we identified a need for a quality service provider in the industry and built a business focused on personalised and face-to-face service delivery. We work as an integral part of our clients' organisations and are committed to supporting their daily operations and getting the job done.

We recognise the importance of consistent, dependable service. Our goal is to deliver professional commercial cleaning, including regular and scheduled specialist services, along with consumable supplies, focused on presentation, hygiene and consistency.

With more than 100 years of combined experience, our management team brings extensive knowledge and industry expertise. Comclean specialises in commercial cleaning for office blocks and high-rises, as well as specialist cleaning services for medical facilities, industrial premises, shopping centres and other large-scale businesses. We value the uniqueness of each client and deliver competitively priced and personalised cleaning services.

Comclean Australia combines strong internal cleaning knowledge with quality management, strict operational processes and a culture of accountability across the organisation. Our goal is to consistently exceed customer expectations.

Mission Statement

Comclean Australia aims to provide exceptional cleaning services to our business partners.

At the core of our operations is the conviction that providing a good service leads to increased value!

Our Values

Our values define our identity and the principles we adhere to, guiding the behaviour of our team members.

COMMITMENT

Dedication to our mission and approach our work with firm determination.

RESPECT

Treating everyone with dignity and valuing diverse perspectives

INTEGRITY

Upholding the highest standards of honesty and ethical behaviour.

COLLABORATION

Working together across the teams to achieve common goals

ACCOUNTABILITY

Taking responsibility for actions and outcomes

SUSTAINABILITY

Committing to environmentally friendly practices

INNOVATION

Encouraging creativity and embracing new ideas

FAIRNESS

Ensuring just and equitable treatment for all

CUSTOMER FOCUS

Prioritizing customer satisfaction and putting their needs first

TRANSPARENCY

Being open and clear in communications and operations

Accreditation

Comclean Australia holds ISO 9001, ISO 14001, and ISO 45001 accreditation.

Each primary site is equipped with a Site Manual that comprises all regulated documents pertaining to service delivery. This includes general policies, equipment specifications, training records, OH&S prerequisites, and guidelines for chemical handling.

Quality Statement

Quality, Safety and Environmental (QSE) Management is of critical importance in the planning, organisation and undertaking of the company's operations. It is the policy of the company to:

- operate our business in a manner that consistently meets or exceeds the quality standards set by ourselves and our customers
- conduct our activities in such a way that the health, safety and well-being of employees and sub-contractors are protected, and to prevent any adverse effects on the environment.

Service Delivery

Induction

The Operations Manager and members of the team are taken through the site and advised of specification requirements and OH&S matters. Included in the briefing are any site regulations and access matters that must be adhered to.

Onsite Training

This is delivered by the Site Supervisor, documented for each employee with individual competency records kept for all the tasks that may arise in delivery of our services to each site.

Quality Control

Regular, unannounced site audits are conducted by the Operations Team.

In addition, scheduled monthly inspections are undertaken by the Site Supervisor and Operations Team together with a Client Representative. A formal audit is completed; a copy of which is given to the cleaners, a copy to the Client and a copy is filed in the office.

Corrective Action

Comclean has a Corrective Action Procedure in place for speedy resolution of issues management.

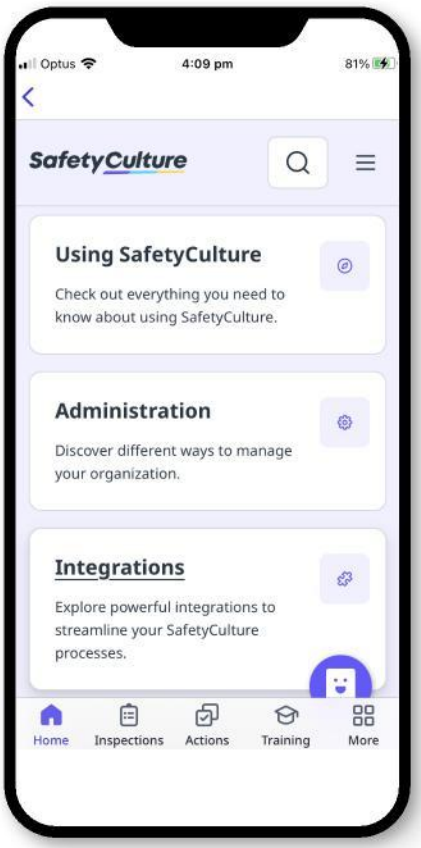
Site Management

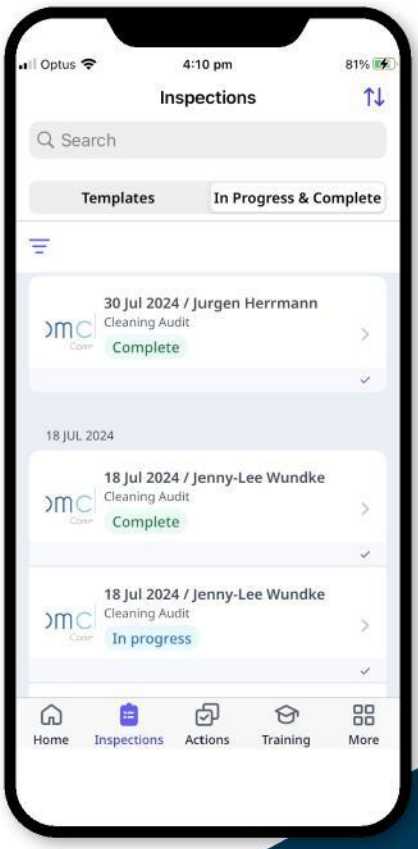
Communicating to cleaner's accurate specifications and schedules is key to being able to deliver a consistently high outcome. We use "SafetyCulture" across all sites and cleaners. This assists:

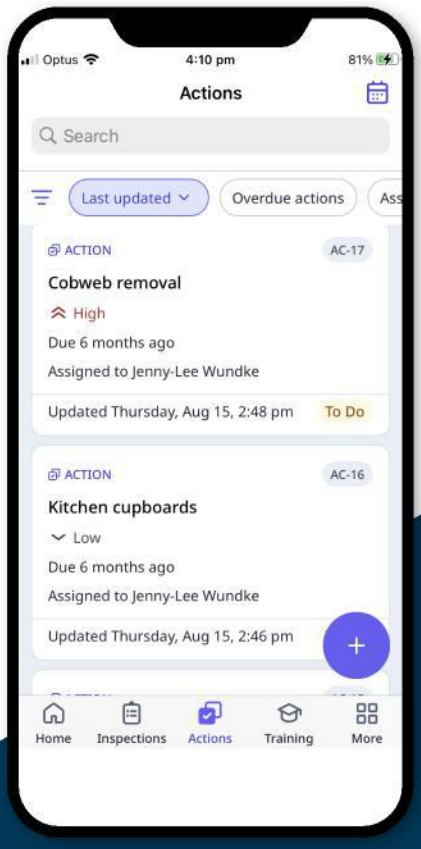
- Communicating specification and schedule changes
- Geo-location shift tracking
- Accurate consumable supply ordering
- Cleaning auditing by the operational team and cleaner feedback
- Problem reporting
- Site security information

Powered by:

SafetyCulture



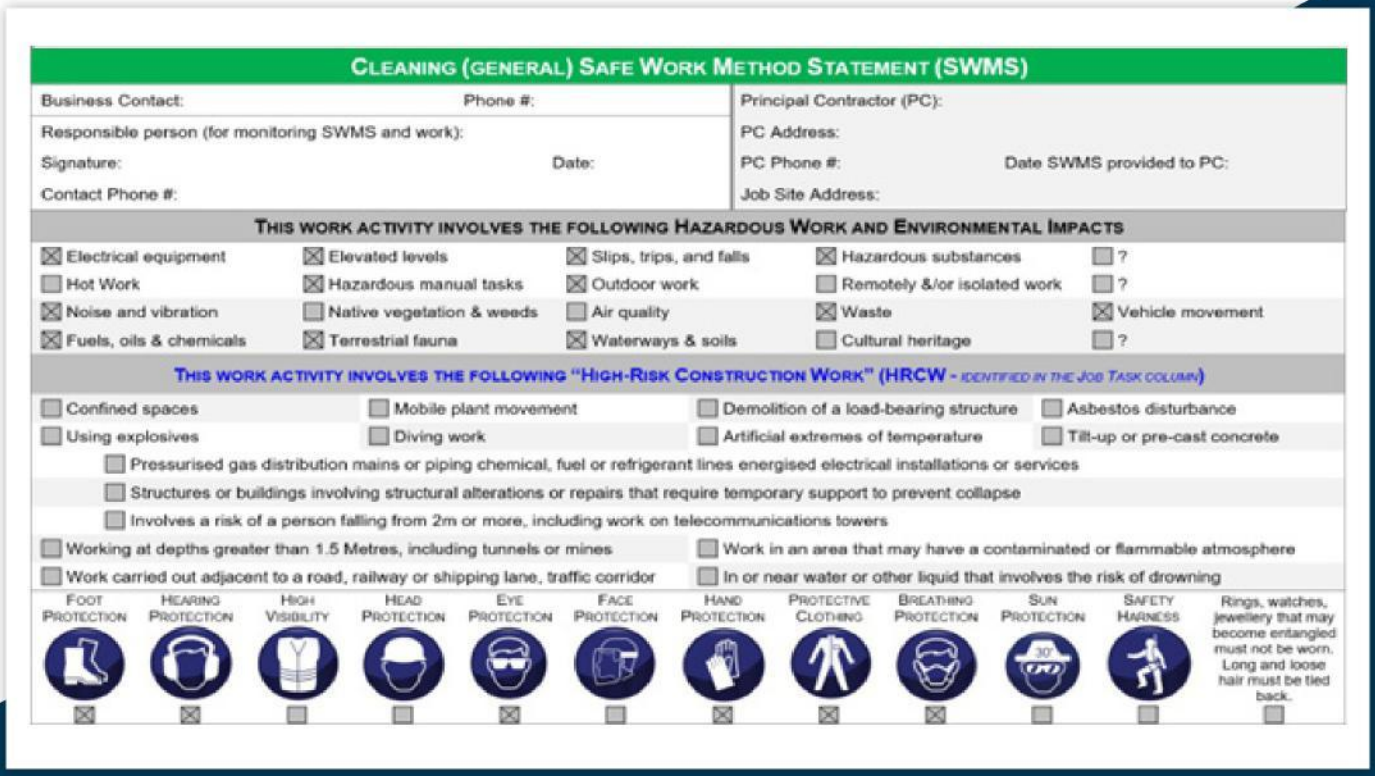




Health & Safety

Extensive training, workshops and “Take 5” meetings are part of a wider OH&S strategy ensuring staff are properly trained and aware of any risks / hazards onsite.

Safe Work Method Statements (SWMS), Standard Operating Procedures (SOP’s) and Risk Management Assessments are part of our site and staff induction.



CLEANING (GENERAL) SAFE WORK METHOD STATEMENT (SWMS)

Business Contact: Phone #:	Principal Contractor (PC):
Responsible person (for monitoring SWMS and work):	PC Address:
Signature: Date:	PC Phone #: Date SWMS provided to PC:
Contact Phone #:	Job Site Address:

THIS WORK ACTIVITY INVOLVES THE FOLLOWING HAZARDOUS WORK AND ENVIRONMENTAL IMPACTS

☒ Electrical equipment	☒ Elevated levels	☒ Slips, trips, and falls	☒ Hazardous substances	☐ ?
☐ Hot Work	☒ Hazardous manual tasks	☒ Outdoor work	☐ Remotely &/or isolated work	☐ ?
☒ Noise and vibration	☐ Native vegetation & weeds	☐ Air quality	☒ Waste	☒ Vehicle movement
☒ Fuels, oils & chemicals	☒ Terrestrial fauna	☒ Waterways & soils	☐ Cultural heritage	☐ ?

THIS WORK ACTIVITY INVOLVES THE FOLLOWING “HIGH-RISK CONSTRUCTION WORK” (HRCW - *IDENTIFIED IN THE JOB TASK COLUMN*)

☐ Confined spaces	☐ Mobile plant movement	☐ Demolition of a load-bearing structure	☐ Asbestos disturbance
☐ Using explosives	☐ Diving work	☐ Artificial extremes of temperature	☐ Tilt-up or pre-cast concrete

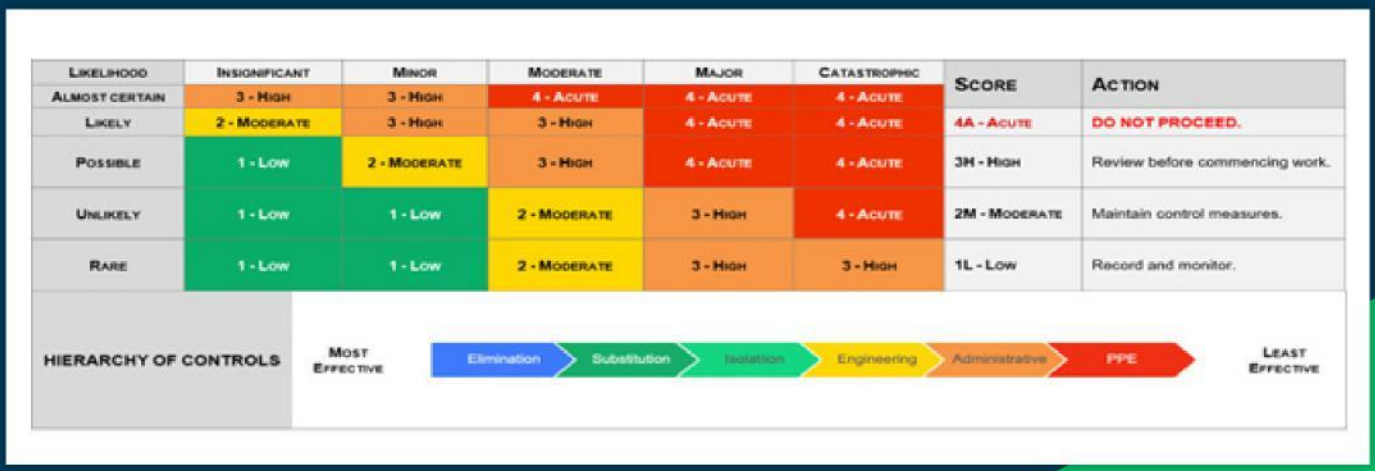
☐ Pressurised gas distribution mains or piping chemical, fuel or refrigerant lines energised electrical installations or services

☐ Structures or buildings involving structural alterations or repairs that require temporary support to prevent collapse

☐ Involves a risk of a person falling from 2m or more, including work on telecommunications towers

☐ Working at depths greater than 1.5 Metres, including tunnels or mines	☐ Work in an area that may have a contaminated or flammable atmosphere
☐ Work carried out adjacent to a road, railway or shipping lane, traffic corridor	☐ In or near water or other liquid that involves the risk of drowning

Foot Protection	Hearing Protection	High Visibility	Head Protection	Eye Protection	Face Protection	Hand Protection	Protective Clothing	Breathing Protection	Sun Protection	Safety Harness	
☒	☒	☐	☐	☒	☐	☒	☒	☒	☐	☐	Rings, watches, jewellery that may become entangled must not be worn. Long and loose hair must be tied back. ☐



Likelihood	Insignificant	Minor	Moderate	Major	Catastrophic	Score	Action
Almost certain	3 - High	3 - High	4 - Acute	4 - Acute	4 - Acute		
Likely	2 - Moderate	3 - High	3 - High	4 - Acute	4 - Acute	4A - Acute	DO NOT PROCEED.
Possible	1 - Low	2 - Moderate	3 - High	4 - Acute	4 - Acute	3H - High	Review before commencing work.
Unlikely	1 - Low	1 - Low	2 - Moderate	3 - High	4 - Acute	2M - Moderate	Maintain control measures.
Rare	1 - Low	1 - Low	2 - Moderate	3 - High	3 - High	1L - Low	Record and monitor.

HIERARCHY OF CONTROLS — Most Effective → Elimination → Substitution → Isolation → Engineering → Administrative → PPE → Least Effective

Agar Cleaning Chemicals

HIGH PERFORMANCE CLEANING PRODUCTS

Agar Cleaning Chemicals are the market leader in cleaning chemistry. They provide superior results and increase efficiency.

GET RESULTS

- Clean faster with high performance products
- Impress with a brilliant clean and professional finish
- Improve hygiene, prevent cross-contamination
- Field tested and proven for reliable results
- Minimise environmental impact with the GECA licenced range

SAVE TIME

- Boost output with high performance chemicals
- Formulated to work quickly to save you time and money
- Get the job done right the first time – no re-application!

IMPROVE SAFETY

- Full range of compliance support materials
- Product formulations designed to be gentler on patrons & staff
- Colour Coded Cleaning System makes cleaning simpler & safer

Washroom Services

Comclean is a FULL SERVICE commercial cleaning and supply company. We can discreetly refresh and replenish all consumable items and hygiene services.

HYGIENE SERVICES

There are advantages in having your cleaners service your hygiene needs.

- Discreetly able to service sanitary bins out of hours. Gone are the days of a trolley full of sanitary bins being changed over lunch!
- Clean Bins! Because we service the sanitary bins we clean and sterilise the sanitary bins each service.

CONSUMABLE SUPPLY

- Full range of all consumable products
- Toilet paper and hand towel's
- Hand soap and hand sanitiser
- All additional requirements

Our Commitment to Sustainability

LOW-EMISSION TRANSPORT

At Comclean Australia, sustainability is embedded in every level of our operations. Our sales team uses electric vehicles for client visits, reducing transport-related emissions. On-site, we encourage our teams to reduce paper use and support recycling wherever practical.

SAFER, GREENER CLEANING PRODUCT

Building on this approach, we prioritise the use of GECA-certified Agar Cleaning Chemicals, which are independently assessed to minimise environmental impact. These products are biodegradable and free from harmful toxins. They are also formulated to reduce indoor air pollution, helping create healthier spaces for staff and building occupants. GECA certification ensures products are manufactured under ethical labour conditions and are safer to transport, store, and use.

RESOURCE-EFFICIENT EQUIPMENT AND PRACTICE

As part of our ongoing practices, we use microfibre technology to reduce water and chemical usage. Our equipment selection also focuses on energy-efficient models that lower power consumption during service delivery.

TRAINING AND ENVIRONMENTAL STANDARDS

In the same spirit, we embed environmental responsibility into our systems and staff training. All team members receive site-specific inductions covering environmental protocols, safe chemical handling, and sustainability guidelines. Our ISO 14001 Environmental Management certification ensures our processes meet recognised standards for responsible environmental performance.

A PRACTICAL APPROACH TO POSITIVE IMPACT

These actions reflect our practical, results-focused approach to sustainability, delivering reliable cleaning outcomes while reducing our environmental footprint.

Our Services

CORE COMMERCIAL CLEANING SERVICES

- Office & General Cleaning
- School & Education Cleaning
- Healthcare Cleaning
- Government Building Cleaning
- Industrial Cleaning
- Retail & Shopping Centre Cleaning
- Leisure & Gym Cleaning

SPECIALIST CLEANING SERVICES

- High-Rise & Window Cleaning
- End of Lease / Tenancy Cleaning
- IT & Equipment Cleaning
- Carpet & Upholstery Cleaning
- Hard Floor Maintenance

EXTERNAL & GROUNDS CLEANING

- External Building & Carpark Cleaning
- Pressure Washing
- Graffiti Removal
- Gutter Cleaning & Roofline Maintenance

HYGIENE & CONSUMABLES

- Washroom Hygiene Services
- Consumables Supply

EMERGENCY & COMPLIANCE SERVICES

- COVID-19 & Biohazard Cleaning
- Flood & Mould Remediation
- Compliance & Quality Management Gutter cleaning and roofline maintenance
- COVID-19 cleaning, sanitisation and fogging

Industries We Support

Comclean Australia partners with organisations across key sectors to deliver consistent, standards-aligned cleaning programs. Our industry-specific knowledge means services are tailored to real operational needs.

COMMERCIAL & CORPORATE

- Offices and high-rises
- State and federal government buildings
- Data centres Specialist Cleaning Services
- High-Rise & Window Cleaning
- End of Lease / Tenancy Cleaning
- IT & Equipment Cleaning
- Carpet & Upholstery Cleaning
- Hard Floor Maintenance

HEALTH & COMMUNITY

- Medical and allied health clinics
- Aged care facilities
- Education and childcare centres
- Schools and universities

RETAIL & INDUSTRIAL

- Retail stores and shopping malls
- Industrial and logistics hubs
- Gyms and leisure centres
- Transport facilities

RESIDENTIAL & STRATA

- Strata-managed residential high-rises
- Body corporate-maintained properties
- Mixed-use developments with commercial tenancies

PUBLIC SPACES

- Public precincts
- Event venues
- Cultural and community centres

Our sector-specific expertise ensures your cleaning program is practical, reliable and aligned with relevant regulatory and operational standards.

75%
of our client base is in commercial office environments

80+
medical facilities cleaned weekly

75%
of education clients renew annually

150+
retail clients serviced across Australia

Our Achievements

At Comclean Australia, we believe results speak for themselves. Our long-standing partnerships and consistent service delivery reflect our commitment to quality, reliability, and client satisfaction. Here are some of the key milestones and performance metrics we're proud of:

- Full ISO certification: 9001, 14001 and 45001
- Nationwide operations across capital cities and regional centres
- Tech-led site monitoring through Swept and SafetyCulture
- GMP-compliant cleaning for manufacturing and specialist facilities

What Sets Us Apart

Our difference lies in how we work and how we support our clients beyond the basics. Here's how we're different from many other cleaning providers:

- **A TEAM-FIRST MODEL** that prioritises experienced, full-service cleaning teams over casual labour
- **REAL-TIME SERVICE TRACKING**, geo-location check-ins and live reporting for complete visibility
- **TAILORED CLEANING PROGRAMS** that align with the needs of specific industries, including healthcare and education
- **VISIBLE AND HANDS-ON MANAGEMENT** with regular site visits and responsive communication
- **LOW-IMPACT EQUIPMENT AND METHODS** that reduce noise and disruption, ideal for shared or high-traffic spaces.
- **A COMPLETE END-TO-END SERVICE** offering, from hygiene servicing to high-rise and specialised cleaning
- **FULLY CERTIFIED AND AUDIT**-ready systems, backed by ISO compliance and documented reporting

850+
client sites cleaned every week

96%
client retention rate over the past three years

100+
years of combined commercial cleaning expertise

Why Choose Comclean

A responsive, solutions-focused approach to service delivery

Established systems for communication, auditing, and reporting

Tailored cleaning programs to meet specific site and industry needs

A collaborative working style built on trust, clarity, and accountability

Reliable teams who provide consistency across every site

A Partner, Not Just a Provider

What makes Comclean different is our commitment to acting as an extension of your team. We don't take a one-size-fits-all approach. Instead, we provide consistent cleaning services that reflect your industry's standards, your building's routines and your team's expectations. With a strong internal team structure, digital transparency and management-level accountability, we aim to deliver not just cleaning, but peace of mind.

Proven Stability and Client Confidence

Our operational continuity is supported by structured systems, experienced personnel, and the capability to service a broad range of sectors. This long-standing foundation ensures consistent outcomes and reinforces Comclean Australia's reputation as a dependable, long-term cleaning partner.

Since our establishment in 2002, Comclean Australia has consistently delivered commercial cleaning services with a focus on long-term value and reliability.

Some of Our Clients

TRACK RECORD OF ACCOMPLISHMENTS

With decades of operational continuity and experience across hundreds of commercial sites, Comclean brings a dependable track record to every contract. Our services are built on long-term relationships and industry-specific expertise that consistently deliver reliable outcomes.

Locations

Comclean Australia delivers services nationally, and our branch offices and service teams are supported by our Head Office located in Brisbane, Queensland. Areas we service include:

- Brisbane
- Townsville
- Central Queensland
- Gold Coast
- Melbourne
- Sydney
- Hobart
- Adelaide
- Canberra
- Perth
- Darwin

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1300 601 136

info@comcleanaustralia.com.au
Unit 2/2960 Logan Road, Underwood, QLD
4119 **comcleanaustralia.com.au**