

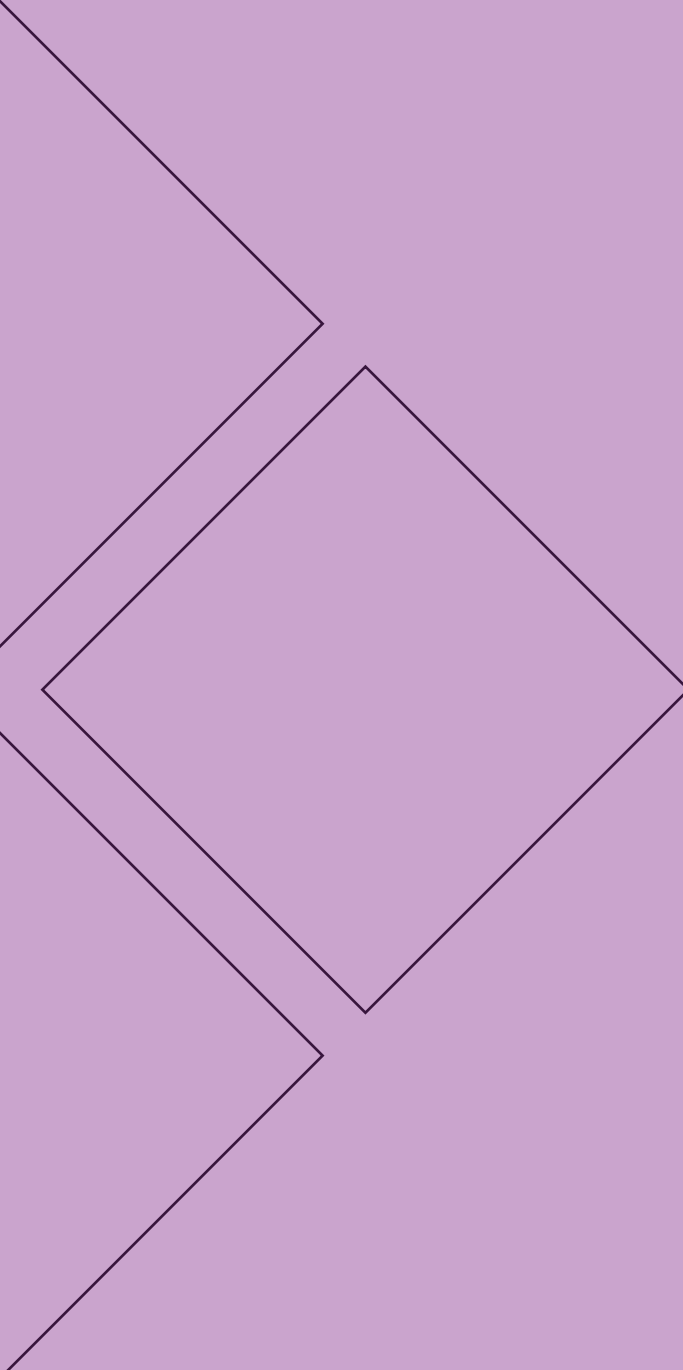
statewidequality.com.au

ABN 48 085 713 382 NZBN 9429030167759

COMPANY PROFILE



**STATEWIDE
QUALITY
SERVICES**



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INTRODUCTION

Welcome to Statewide Quality Services: we listen, we care, we learn.

We take pride in being a premier cleaning, security and maintenance company dedicated to providing exceptional services tailored to meet the unique needs of our clients. With a commitment to quality, professionalism, and customer satisfaction, we have established ourselves as a trusted partner in maintaining pristine, hygienic and safe environments.

As a company, we prioritise not only the cleanliness and security of your surroundings but also the convenience of our clients. Our services are completely customisable to each clients needs, with flexible scheduling options that allow us to adapt to your specific requirements, providing a seamless and hassle-free experience.

With years of experience in the industry, we have built a reputation for delivering exceptional client experiences that go beyond expectations. Our dedicated cleaning team is committed to upholding the highest standards of hygiene, creating a healthier and more comfortable living and working environment for you. Our security services are systematic and professional. And our maintenance team provides the convenience of being multifaceted service providers for our clients.

As you explore our company profile, you will discover the diverse range of services we offer, each designed to cater to the unique needs of our clients. Whether it's routine cleaning, maintenance or security or specialised services, Statewide is here to exceed your expectations.

Thank you for considering Statewide Quality Services as your trusted cleaning partner. We look forward to the opportunity to showcase our expertise and contribute to the cleanliness, security and well-being of your space.

COMPANY MISSION STATEMENT

In the world of cleaning, we strive to create environments that inspire productivity, well-being, and a sense of pride. Our meticulous attention to detail, eco-friendly practices, and commitment to innovation set us apart as industry leaders. We believe in the transformative power of a clean space, and we are driven to contribute to the success and satisfaction of our clients.

On the security front, we are committed to safeguarding the people, property, and assets entrusted to our care. With a focus on advanced technology, highly trained personnel, and a proactive approach to risk management, we aim to create a secure and tranquil atmosphere for our clients. Our dedication to vigilance and integrity ensures that we not only meet but anticipate the evolving security needs of our diverse clientele.

**At Statewide Quality Services
our mission is to redefine cleanliness,
security and property maintenance.**

Our property maintenance services means that our clients are rewarded with the convenience of a one-stop shop for all their property needs. We can see to your property being cleaned, safe and well maintained on all fronts.

Underpinning all aspects of our business are our goals and practices of sustainable impact. We aim to minimise our ecological footprint by continuously improving our environmental practices. We will work collaboratively with our suppliers to ensure ethical and sustainable practices throughout our supply chain. This involves prioritising suppliers who share our commitment to environmental and social responsibility.

We also recognise our responsibility to the communities in which we operate, we pledge to actively engage in initiatives that promote social well-being, inclusivity, and economic development.

At the core of our mission is a passion for service excellence, continuous improvement, and the cultivation of lasting partnerships. We understand that the cleanliness, maintenance and security of your environment are critical components of your success, and we take pride in being the reliable partner you can trust.



OUR TEAM

Elias Shamoon started a small cleaning operation that has since expanded into a complete facility maintenance company.

Having gained his experience as a cleaner and later area manager for a number of cleaning companies, he recognised a need for an integrated services business that was focused on delivering a complete property presentation program for facility owners and managers.

Today Statewide offers services such as cleaning presentation, onsite security, and general property maintenance. Due to the rapid expansion of the business and the quality of services delivered to the property sector, Statewide now proudly provides services to a number of business sectors including; Retail, Government, Commercial and Industrial, Early Child Care, Health, Education and Hospitality.

The Statewide management and employee family is a dedicated and likeable group, who we are certain you will find affable and professional to work with.

Elias Shamoon

MANAGING DIRECTOR & FOUNDER

Elias established Statewide Quality Services in 1998 after working with a number of major cleaning service providers in the capacities of cleaner and Area Manager.

Having seen the service that others were providing Elias believed that he could offer the property industry an improved service that focused on how properties were presented as a total package, rather than just as basically clean and secure.

Over the past 20 years Elias has grown the business to incorporate cleaning, security and maintenance, and the addition of a vehicle management service. This includes cleaning, valet, vehicle movement, and management services.

Elias is the Master Security License holder for Statewide Quality Services. He is a strong community member and has been President of a Not for Profit organisation for the past twelve years. He is on various local committees and is involved in fund raising activities for a number of local charities.

Michael Whiley

CHIEF OPERATING OFFICER

Michael has worked with a number of global brands in management roles for a period of 30+ years. His key focus is driving accelerated growth through transformational strategies, focused sales execution, thought leadership and strong people development.

He is a dynamic communicator and hands-on natural leader who enjoys creating, leading and being part of high performing teams. Michael has also lectured under graduates and MBA candidates in marketing subjects at an international Business school. He has also studied Philosophy and Communications at The University of Sydney.

Tom Ford

GENERAL MANAGER ♦ BUSINESS DEVELOPMENT

Tom brings to the Statewide Quality Services management team more than 30 years of industry experience. Tom has held senior management positions in a number of companies, delivering services in many facets of the contract cleaning industry including retail, industrial, mining, hospitality and commercial developments.

As General Manager – Business Operations, Tom will grow the SQS portfolio in the education, retail, commercial and government sectors. Establishing strong client relationships is the key to Tom's management style.

Louis Shamoon

GENERAL MANAGER ♦ OPERATIONS & FINANCE

As General Manager, Louis ensures the best customer service is delivered at all times. With over 14 years operating his own cleaning business he brings his knowledge and solid reputation to Statewide. He has excellent communication skills and a flair for business. He is an experienced Manager and with his extensive knowledge is a valuable member of the team. He provides all our clients with a high level of professionalism. Louis is an experienced leader and oversees the start-up, selection of staff, ensuring that staff understand the needs of the client, training, administration and ongoing service delivery functions. Louis is an invaluable member of the Statewide Team and his skills and mentoring of staff are a key focus of his role within Statewide.

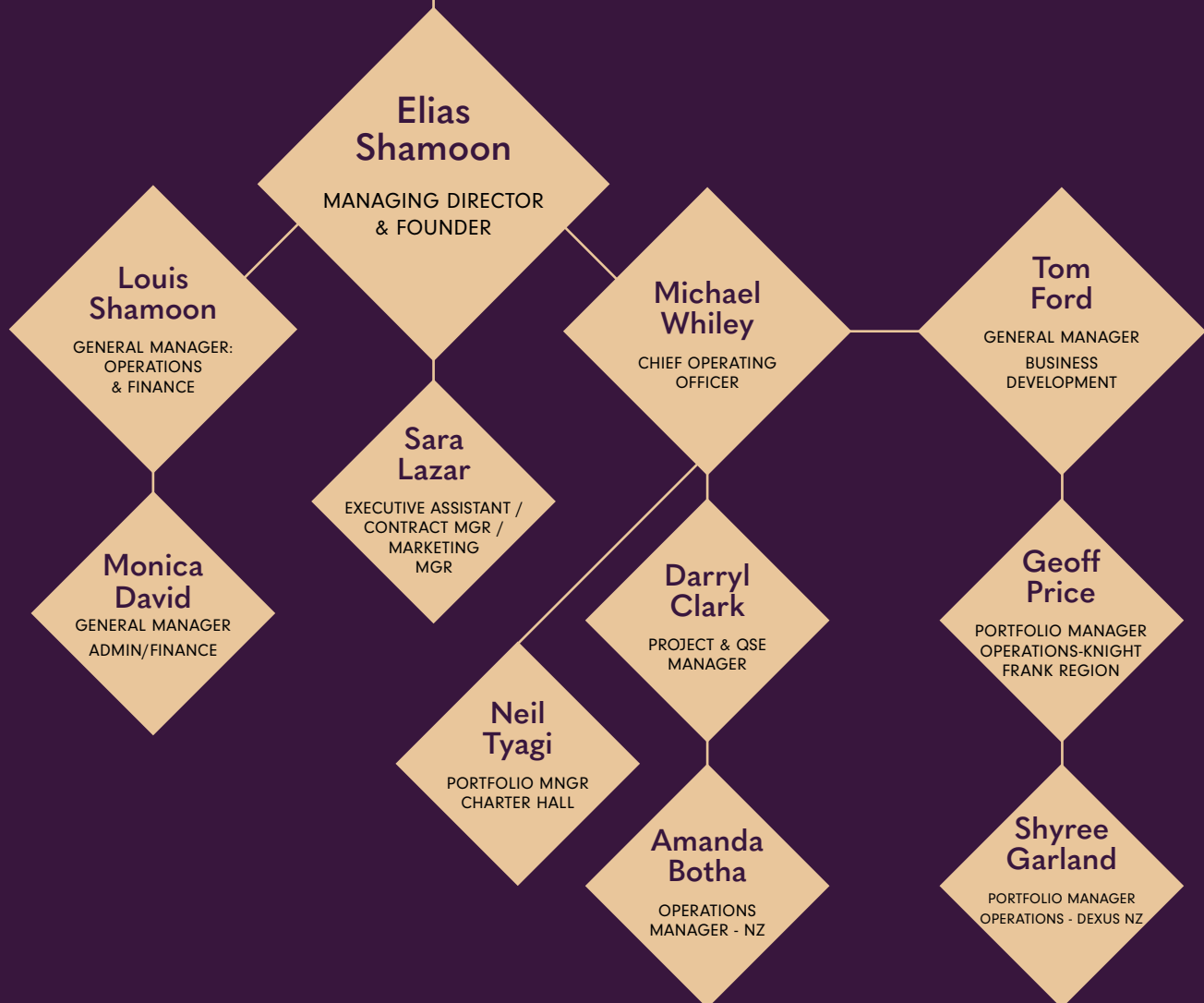
Darryl Clark

NATIONAL PROJECTS & QSE MANAGER

Darryl has over 18 years' experience in Asset Management, Facilitating Shopping Centres from 2,000 to over 100,000 GLA and other property types within the property industry. His responsibilities within Statewide include – Tender Estimation and analysis, Transition planning and implementation, Operational compliance, Quality Systems Management and ISO Accreditation.

In the start-up of a new contract Darryl ensures the systems are in place to suit the particular sites requirements. He undertakes compliance checks of front line management and the administration procedures to ensure ongoing delivery of service. Darryl is a pivotal part of the Statewide management team and his skills and mentoring of staff are a key focus of his role within Statewide.

ORGANISATIONAL STRUCTURE







PRODUCTS AND SERVICES

CLEANING

At Statewide Quality Services, we go beyond cleaning; we strive to enhance your business environment. Experience the difference of a meticulously cleaned space with our professional and dedicated team. Our cleaning services offered include:

Retail Cleaning

Impress your customers with a clean and inviting retail environment. We understand the importance of a well-maintained space in enhancing the shopping experience and brand image.

Commercial Cleaning

Our skilled team ensures a spotless and sanitised office space, promoting a healthy work environment. From desk surfaces to communal areas, we pay attention to every detail to create a clean and inspiring workplace.

Industrial Cleaning

For manufacturing and industrial facilities, we provide specialised cleaning services to maintain safety standards and operational efficiency. Our team is trained to handle diverse industrial environments.

Healthcare Facility Cleaning

We recognise the critical nature of cleanliness in healthcare settings. Our services adhere to strict hygiene protocols, ensuring a sanitary environment for patients, staff, and visitors.

Education Cleaning

Schools and universities require a clean and healthy setting for optimal learning. We tailor our services to the specific needs of educational institutions, creating a safe and conducive atmosphere for students and staff.

We go beyond cleaning;
we strive to enhance
your business
environment.



SECURITY

At Statewide Quality Services, our security solutions are strengthened by our integrated cleaning and security model - a service approach that has proven highly successful with our clients and continued to expand over time.

By bringing cleaning and security together through one trusted provider, clients benefit from two essential teams working as part of one coordinated service. This provides greater site coverage, improved communication, streamlined operations and the convenience of a single point of accountability. Our teams work closely together as part of the one SQS service model, creating safer, cleaner and more professionally managed environments.

Our security operations are fully digital and paperless, supporting real-time reporting, inspections and communication. We provide clients with accurate, transparent and timely information across site activity, incidents, inspections and compliance requirements.

SQS uses the latest methods and technology to assist in effective site security. Digital radios, body cameras, route tracking and regular toolbox training all assist in maintaining high security service standards. All security team members are equipped with body vests as part of our commitment to safety, visibility and professional presentation.

Retail

We offer a comprehensive and customised security solutions for retail businesses of all sizes. SQS uses the latest methods and technology to assist in effective security of sites. Digital radios, Body Cameras, Route Tracking and regular toolbox training all assist in security service standards.

Mobile Patrol Services

We enhance physical security with our mobile patrol services. Our highly visible security personnel conduct regular patrols, deterring potential threats and maintaining a strong security presence.

Emergency Response Planning

We develop and implement comprehensive emergency response plans tailored to your business. We work closely with you to identify potential risks and create strategies to mitigate them, ensuring a swift and organised response in critical situations.

BUILDING MAINTENANCE

When running a commercial space, there are many daily problems that need addressing. This can be a cracked toilet set, a leaky roof or a jammed door.

At Statewide Quality Services, we offer our clients peace of mind, by creating solutions to all these daily building maintenance needs. Our maintenance services offered include:

Landscaping and Grounds Maintenance	Emergency Services	Exterior Building Maintenance
- Regular lawn care and mowing - Seasonal plantings and flower bed maintenance - Tree and shrub pruning	24/7 response to accidents - Disaster recovery	- Power washing and exterior cleaning - Window cleaning - Graffiti removal

We offer
our clients
peace of mind.



Statewide Quality Services is a leading provider of cleaning and security and maintenance services, and we are committed to delivering superior quality and excellence in every aspect of our operations.

QUALITY ASSURANCE

Our commitment to quality assurance is embedded in our organisational culture and is reflected in our day-to-day activities.

We strictly adhere to all relevant industry regulations, legal requirements, and standards. Our operations are designed to meet or exceed the guidelines set forth by regulatory bodies, ensuring that our clients receive services that prioritise safety, security, and environmental responsibility.

Statewide Quality Services is accredited with ISO9001 Quality, Environmental and Health and Safety qualifications, which means our work practice standards are second to none. Rigorous quality control measures are implemented across all our service offerings. Regular inspections, audits, and performance assessments are conducted to identify areas for improvement and to maintain the highest levels of quality and consistency.

Our success in quality assurance is driven by our skilled and professional team members. We invest in the ongoing training and development of our staff to ensure they are equipped with the latest industry knowledge, techniques, and tools. This commitment enhances our ability to deliver services that adhere to the highest standards. We foster a culture of continuous improvement, where we regularly review and enhance our processes, methodologies, and technologies. This commitment allows us to stay at the forefront of industry advancements and deliver innovative solutions to our clients.

We look forward to showing you through our open and honest communication that we respect and value our clients. Customer satisfaction is our highest priority and with this in mind we can guarantee that each job is carried out with the expectations of excellent results.





st! No one wants to be the first
ving to you now or else Hatsu-
ne story. It's a matter of deciding
and which of us you trust more."
ould make up stories just because

needed each spring for the production of Dances of the Old Capital.
the competition for roles destroyed more than a few friendships over
the years. Mamcha hadn't been truthful when she said that she'd taken
a role from Hatsumomo; she was one of the very few geisha in Gion
guaranteed a solo role every year. But it was quite true that Hatsu-
momo had been desperate to see Pumpkin on the stage. I don't know
where she got the idea such a thing was possible. Pumpkin may have
earned the apprentice's award and received other honors besides, but
she never excelled at dance. However, a few days before I presented
ekubo to the Doctor, a seventeen-year-old apprentice with a solo role
had fallen down a flight of stairs and hurt her leg. The poor girl was
devastated, but every other apprentice in Gion was happy to take ad-
vantage of the opportunity by offering to fill the role. It was this role
that I was offered. I was only fifteen at the time, and had
never before. I wasn't ready to
partly to

CURRENT CLIENTS

Whether we are working with big or small companies, maintaining healthy working relationships with all our clients is a top priority. Building good, open communication with all clients is essential for the success and reputation of our company.

We are honest about what services we can deliver. And we keep clients informed about the progress of projects or services. We look forward to showing new clients just how professional and communicable our team are.





REFERENCES

Dexus

Retail Shopping
Centres NZ - 3 sites Botany Town
Centre, Manukau Supa Centre,
Bayfair Shopping Centre

Mark Mendes - National
Operations Manager Aust & NZ

Knight Frank - Region

Retails Shopping
Centre - 43 - NT, QLD, NSW

Tony Trajeski - National Operations Manager

Charter Hall

Retail Shopping
Centres - 6 sites including
Mittagong & Goulburn

Tim Cooper - Regional Manager

Gungahlin Marketplace
Canberra, ACT Australia
Shopping Centre

Owned & Managed by Vinta
Jeremy Wilson – Centre Manager



SUSTAINABILITY

At Statewide Quality Services we are committed to conducting our cleaning services in an environmentally responsible and sustainable manner. We recognise the importance of minimising our environmental impact and contributing to the well-being of the communities we serve.

We will strive to minimise water and energy consumption in our cleaning processes by utilising efficient equipment and technologies. Our cleaning products will be selected based on their environmental impact, favouring those that are biodegradable, non-toxic, and derived from sustainable sources. We are committed to reducing waste generation by implementing recycling programs for materials such as paper, plastic, and other recyclables.

We believe in the importance of participation in local environmental initiatives and partnerships with community organisations will be pursued to support broader sustainability goals.

If you would like to know more, please ask us for our complete ***Environment and Sustainability Policy***.



CORPORATE SOCIAL RESPONSIBILITY PLAN

Statewide Quality Services is dedicated to operating as a responsible and sustainable business, not only recognising our impact on the environment, but also our local communities, and society at large. We aim to integrate ethical, social, and environmental considerations into our business practices.

We engage in community clean-up initiatives and sponsor local environmental projects. We aim to collaborate with local organisations to address specific community needs. We encourage and support employees in participating in volunteer activities that contribute to the well-being of the community.

We also recognise our internal corporate social responsibility obligations to our employees. We vow to invest in ongoing training programs to enhance the skills of our employees. We aim to foster a culture of continuous learning and development. We also adhere to fair labour standards and promote equal opportunities within the workplace.

Please let us know if you would like to see our full ***Corporate Social Responsibility Policy and Guidelines***.

WORK HEALTH AND SAFETY

Statewide Quality Services is committed to providing a safe and healthy work environment for all employees at all sites. We recognise the importance of prioritising the health and safety of our workforce and are dedicated to ensuring compliance with relevant occupational health and safety legislation, regulations, and industry standards. We have ISO9001 WH&S accreditation.

Management, supervisors, and employees at all levels of our company are responsible for implementing and maintaining WHS standards. Clear lines of responsibility and accountability have been established to ensure that health and safety practices are integrated into all aspects of our operations.

We encourage open communication between management and employees regarding health and safety concerns.

We have established mechanisms for reporting hazards and incidents promptly. We promote a healthy work-life balance. We provide resources and support for employee mental health and well-being.

For complete ***WH&S Policies and Training Manuals*** please contact us.



CURRENT MARKET PRESENCE AND FUTURE PLANS

Statewide Quality Services is proud of where we stand in the current corporate landscape – we are always looking to grow and evolve. It is important for us to conduct regular market research to stay updated on industry trends, emerging technologies, and customer preferences. We want our current and future clients to feel confident that they are receiving the latest and most innovative services. We will embrace innovative cleaning and security technologies to enhance efficiency and service quality.

We see growth as more than being successful. We are supporting our employees and communities who support us. Statewide management wants their company to be seen as a positive community pillar.

**We vow to be a
progressive and
optimistic workforce,
and a true asset for
anyone who chooses
to partner with us.**



In the spirit of reconciliation,
Statewide Quality Services
acknowledges the Traditional
Custodians of country throughout
Australia and their connections
to land, sea and community.
We pay our respect to their
Elders past and present.

We also acknowledge ngā iwi ō
Māori as the tangata whenua of
Aotearoa (New Zealand), and
their rich contribution to society.



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SECURITY MASTER LICENCE

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QLD #3505287
VIC Z63-168-20S
NT #SFL1240
TAS #300785714

ACT WorkSafe - Labour Hire
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VIC Labour Hire Authority
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