



# PromptCorp

## Capability Statement

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2022/23



P R O M P C O R P



## ***PromptCorp, delivering service certainty in a changing world.***

**Success means something different for every business. Whatever it looks like for you, we have the people, systems, and services to solve your facility needs. Our purpose, values, mission and vision are the foundational elements which underpin the PromptCorp brand, and our promise is to partner with you to create amazing places for your people and your customers.**

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# CEO Message



**Matthew Block**  
Chief Executive Officer

"I am excited to have been given the opportunity to lead the PrompCorp group of companies. Since taking on the role we have already made some positive steps. As a group, we have identified several areas in which we can take the business forward in a constructive and exciting way.

We will be working with existing and new clients to build unique, customised solutions across a variety of services. I'm looking forward to helping re-establish Prompcorp as an industry leader through looking after our people and driving innovation and fresh thinking. I am confident that we will continue to inspire change in the industry and drive the business forward, with client satisfaction high on the agenda."

A handwritten signature in black ink, appearing to read 'mf.'.

## **PROJECT - FOUNDRY RD, SUNSHINE VIC - MIXED USE DEVELOPMENT**

Engaged by the Directors of Prompcorp (the developer) as the Head contractor to ensure build adhered to contractual and design requirements. Our role was to manage subcontractors, build progress over program, quality, hold point inspections and liaison with key client and project stakeholders.



## Facts and Figures

PromptCorp is Australia and New Zealand's premier property services supplier providing a full array of services in the convenience of a single supply stream.



**Customer  
focused**



**1,800+  
Workforce**



**11 Offices  
nationwide**



**\$100m  
revenue**



**ISO  
accredited**



**Innovative  
thought  
leadership**



**Flexible client  
communication**



**24/7 x 365  
availability**



**2,582**  
employees



**905,523**  
hours



**379**  
clients







## ABOUT THE COMPANY

We offer robust solutions, tailored to your requirements, no matter what the size or nature of the property and, or project. Our team has the expertise and resources to handle every aspect of the job, leaving you to focus on the real issues that matter to you.

With a commitment to WHS, quality and the environment, PrompCorp is the most agile operator around. We stand behind our company motto 'make it happen', ensuring that every customer experience is better than the last.

### Soft services

### Integrated services

	<ul style="list-style-type: none"> <li>✓ Daily cleaning</li> <li>✓ Periodic cleaning</li> <li>✓ Commercial and industrial specialised cleaning</li> <li>✓ Industry specific cleaning</li> <li>✓ 24/7/365 Help desk</li> </ul>	<ul style="list-style-type: none"> <li>✓ Integrated facility management</li> <li>✓ Tenancy advisor services</li> </ul>
	<ul style="list-style-type: none"> <li>✓ Minor Works</li> </ul>	
	<ul style="list-style-type: none"> <li>✓ Shopping centre specialised cleaning</li> <li>✓ General maintenance</li> <li>✓ 24/7/365 Help Desk</li> <li>✓ Specialised cleaning</li> </ul>	
		<ul style="list-style-type: none"> <li>✓ Asset verification to Uniclass or Orniclass</li> <li>✓ Asset conditioning</li> <li>✓ Lifecycle planning</li> <li>✓ Forecast capital expenditure planning</li> <li>✓ Building and DDA compliance</li> </ul>
	<ul style="list-style-type: none"> <li>✓ General public and large space environment specialised cleaning</li> <li>✓ Event Personnel</li> <li>✓ Event management</li> </ul>	
	<ul style="list-style-type: none"> <li>✓ Government specialised cleaning</li> <li>✓ Housekeeping</li> <li>✓ Linen and laundry management</li> <li>✓ Concierge</li> <li>✓ Catering</li> <li>✓ Porterage</li> </ul>	

## OUR SERVICES

PromptCorp put safety first. We strive to create and sustain a strong safety culture in all our workplaces, for our people, our clients, and their customers.

**PromptCorp provides commercial cleaning services across Australia for both private companies and government agencies.**

Our cleaning business model is to provide solutions for our clients through innovative rostering of our personnel, rotational periodic cleaning to assist budget management and address risk through spill elimination equipment and provision of equipment fit for purpose.

### PROMPCONSTRUCT

**We tackle every project, large or small, with equal professionalism and high-quality skill and workmanship.**

PromptConstruct strives for excellence in completing projects to the highest quality on time, within budget, and without compromise or complications. We pay close attention to the basics with special attention to important items like safety practices that exceed industry standards.

**Understanding the needs of the ever-changing retail environment is crucial to our clients.**

As a leading provider of cleaning and maintenance services, Pioneer Facilities Services has been operating across the retail landscape of Australia for the previous 27 years.

### ASSET MAP

**Delivering asset management and life cycle analysis to a broad client base**

Our in-house team comprises Asset Auditors Practitioners of Asset Management, Building Compliance Managers, Engineers (Civil & Construction), Property Economists, Project Directors and Project Managers. Our team works directly with your business to maximise efficiencies and understand the Remaining Useful Life (RUL) to forecast for asset replacement and its associated cost.

### LONGREACH


**We understand that the success of events lay in patron experience.**

Our core purposes are to create, foster and sustain trusted relationships with our events customers through mutual collaboration. We operate a sustainable business model where long-term operations and decisions are based on economical, societal impact and our conduct will impact on our surrounding environment.

### JARRAH INTEGRATED SERVICES

**A proud Indigenous joint venture**

We strive to realise employment opportunities which are engaging and fulfilling as an employer of choice for Indigenous Australians within the facility services industry.



Jarrah Integrated Services celebrates its Indigenous heritage. We are committed to creating and widely promoting the employment of Aboriginal and Torres Strait Islander people and businesses. We offer training and support to grow measurable, long-term career pathways for Indigenous Australians.



# SECTORS

We operate across a variety of market sectors, delivering flexible, cost-effective facility and asset management solutions that meet specific industry requirements and standards.

Across our portfolio, we offer an impressive breadth and depth of technical expertise and insight that is highly valued by our diverse client base.

We make it a priority to protect your brand reputation and will help you to attain sought after sustainability and building credentials.

## Government

To support and develop communities, we understand that government departments, agencies and authorities, at the federal, state and local levels, require value for money and efficient services.

Safety, security and compliance are top priorities in this sector, and our expertise ensures these deliverables.

Our Australia-wide delivery supports government to drive efficiencies, reduce costs and make a tangible impact on the quality of life for the community.

## Defence

We are proud to provide facility and asset management services to assist the Commonwealth of Australia, the Australian Defence force and other government agencies to protect our national interests.

As a proud 100% Australian owned company, we take a 'whole of community' approach to our defence engagements with a proven track record across a range of critical infrastructure and secure environments.





## Retail

Whether you operate shopping centres, banks, retail chains, supermarkets, cinemas or distribution centres, we understand that you need to deliver the best customer experience, while reducing overheads.

Working with some of the Nation's biggest retailers, we provide facilities and energy management services to help drive out duplication and significantly reduce costs.

## Education

We create world-class learning environments for leading public, private and tertiary institutions. We know what matters most to clients in this sector and deliver flexible, responsive and scalable services that meet high presentation standards.

Dedicated to enhancing the experience of students, faculty, staff and visitors we provide safe, sustainable, efficient solutions giving you exceptional campus and community outcomes.

## Health

Places that heal with people who care. At Prompcorp, we're experts at supporting the patient journey. We share our client's purpose to become healthcare providers of choice and create hospital and clinical environments where people want to work and deliver services with care and empathy.

Using advanced technologies and equipment, we can deliver greater efficiency, quality and transparency outcomes at your site.





## Leisure & Hospitality

We work with stadia, sporting clubs, racecourses, museums and other venues to create unique experiences for fans, guests and patrons within a safe, healthy and secure environment.

We can scale up and down with your seasons and after big events we manage tight turnarounds so you're ready for business when you need to be.

**PromptCorp started as most companies do, with few resources but plenty of drive and enthusiasm. From our humble beginnings we are now one of Australia's largest, privately owned providers of Cleaning and Facility Management Services.**

With multi sector experience we have firsthand knowledge of the short and long terms challenges faced by our clients across a range of industries. We bring together people of the highest calibre; led by industry experts; driven by the desire to help you achieve business success. Our national multi-disciplinary teams work together to share knowledge and experience so we can provide you with insightful, innovative and competitive facility solutions across Australia and New Zealand. As an equal opportunity employer, we are deeply committed to diversity and inclusion. The diversity of our workforce underpins our culture, and we understand this is a key strength of our business.

We prioritise the well-being of our people and support a flexible work environment with a work-life balance where everyone can thrive.

We are a values-based organisation where our people walk the talk.

**Integrity:** We model ethical and honest behaviour

**Diversity:** All individuals are treated equitably, fairly and respectfully.

**Collaboration:** Together as a team we succeed in everything we do

**Professionalism:** We are qualified, skilled, competent and committed.

## SERVICES

# PROMPCORP

Headquartered in Melbourne, PrompCorp employs more than 1,000 people nationwide in Victoria, New South Wales, Queensland, Western Australia, South Australia, Northern Territory, Australian Capital Territory, Tasmania and we have presence in New Zealand. We have developed a strong operating platform from which we can pursue our strengths and competitive advantage to deliver the best possible outcomes for our clients.

**PrompCorp provides commercial cleaning services across Australia for both private companies and government agencies. We service more than 1,630 sites in a variety of industries including education, retail outlets, commercial offices, health care facilities and Local, State and Commonwealth government agencies.**

Our cleaning business model is to provide solutions for our clients through innovative rostering of our personnel, rotational periodic cleaning to assist budget management and address risk through spill elimination equipment and provision of equipment fit for purpose.

It is our business to understand yours and we do this from day one of mobilisation through site audits with our clients, allowing us to provide ways in which your service can be conducted in the most efficient manner.

Our chemicals are chosen to match your environment and are chemical free where practicable.

We operate to industry best practice inclusive of employee training and education, ensuring our people are safe at work and can identify, record and report hazards for effective management.

**Assistance is available to our clients at any time via our local 24/7/365 day Help desk.**

## Covid-19 cleaning

PrompCorp is a trusted provider of COVID-19 cleaning services. During the pandemic we have provided biochemical cleaning services to large scale retail outlets, health care facilities, accommodation providers, cruise liners, food manufacturers, education facilities, government utilities and government departments.

We have enlisted Biosafety expert Dr Carl Ramage, chair of LaTrobe University's Institutional Bio-safety Committee to provide advice on appropriate PPE, decontamination equipment and to ensure bio risk management processes are embedded for the safety of our people and our clients.

During our activities we have worked closely with the Department of Health, Department of Health and Human Services (DHHS) and Australia Quarantine Inspection Service (AQIS).





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## SERVICES

# PROMPCONSTRUCT

PromptConstruct is focused on providing you with the surety of delivering projects on budget and within the agreed timelines.



### MARTIN ZIKA

NATIONAL PROJECT MANAGER

Martin is a highly experienced Project Manager with over 25 years' experience in both construction and infrastructure industries, he has gained significant experience at the project operational level.

This includes incorporating design development, tender management, contractor engagement, contract administration, site supervision, and defects inspections. in construction across all major sectors including education, health, commercial and sports and recreation.

Martin's client-focused approach allows for smooth project delivery, by maintaining a coherent team of driven individuals all pursuing a single goal for clients.

OPERATIONS MANAGEMENT	82%
PROCUREMENT MANAGEMENT	72%
PROJECT MANAGEMENT	94%
STAKEHOLDER MANAGEMENT	94%
	92%

## ABOUT PROMPCONSTRUCT

Our team of expert Project Managers offer specialist skills across a broad range of industries. Drawing on a national pool of resources, we bring together best practice processes to confidently assist you in achieving your project objectives.

PromptConstruct understands your need to ensure a robust safety program. We deliver sustainable projects within a safe work environment and our proactive approach allows our teams to respond quickly to project demands.

We have a highly successful track record partnering with national and international stakeholders to deliver expert consultancy services in:

- Project direction strategy
- Project start up and design briefs
- Staging and site logistics management
- Financial control
- Superintendency
- ICT systems and infrastructure integration
- Relocation management
- Change management



**Customer  
focused**



**1,800+  
Workforce**

Our Directors remain involved with all projects from inception to project completion ensuring continuity of service, security, and optimal outcomes.

A man and a woman wearing white hard hats and safety glasses are looking upwards and to the left. The man is in the foreground, wearing a dark jacket over a light-colored shirt. The woman is slightly behind him, also wearing a dark jacket. The background is blurred, suggesting an industrial or construction setting. The entire image has a warm, orange-toned filter.

We deliver sustainable projects within a safe work environment across a broad range of industries. Our proactive approach allows our teams to respond quickly to project demands, delivering on time and within budget.



## SERVICES

# Pioneer Facility Services

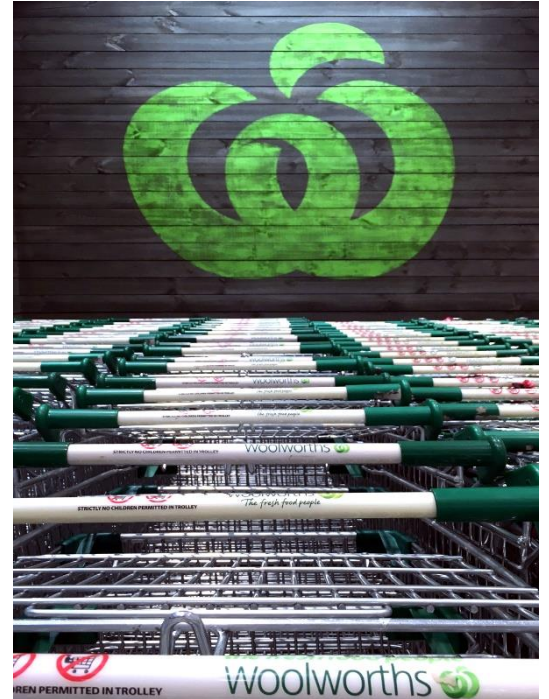
As a leading provider of cleaning and maintenance services, Pioneer Facilities Services has been operating across the retail landscape of Australia for the previous 27 years.

Our business in the retail sector has grown organically. Longevity in this domain has been based on the development of strong relationships with our clients, the ability to consistently deliver where adaptability to changing client needs is the essence of success.

Understanding the needs of the ever-changing retail environment is crucial to our clients, able to call on their contractors 24/7/365 days per annum. Pioneer have adopted a business model for our retail clients directly aligned to their needs and to support this we have a 24/7/365 Help Desk to manage out

of hours emergencies, additional staff for touch point cleaning, graffiti removal and maintenance staff for 'sure-up' in the event of broken glass due to vandalism or damage.

Presently, we provide services to Australia's most well-known and iconic retail brands across 600 stores in metropolitan and regional Australia. Employing more than 850 personnel we self-deliver our services, provide in-house training (safety, quality and environment) and manage compliance in direct alignment with contract, statutory and regulatory requirements.



## Woolworths

Woolworths Supermarkets is Australia's largest supermarket chain where our staff support in excess 450 sites nationally, with stores varying from 2500m<sup>2</sup> – 7500m<sup>2</sup>. We have been supporting Woolworths since 1986.

Every day we provide store cleaning, including offices, staff amenities and public access areas ensuring cleanliness and presentation of Australia's most popular supermarket.



## SERVICES

# Asset Map

PromptCorp has a strong history of delivering asset management and life cycle analysis to a broad client base. We have many long-term asset maintenance programs delivered by our experienced team.

Our in-house team comprises Asset Auditors, Practitioners of Asset Management, Building Compliance Managers, Engineers (Civil and Construction), Property Economists, Project Directors and Project Managers. Our team will work directly with your business to maximise efficiencies of your assets and to understand the

Remaining Useful Life (RUL) to inform a forecast for asset replacement and its associated cost.

Assessments are conducted within the guidelines of ISO31000 risk elements and asset management services directly aligned with ISO55001, the National

Construction Code, Essential Safety Measures, and compliance to the Disability Discrimination Act of 1992.

Our business philosophy is to establish relationships with our clients to future proof their assets with total compliance, within their prescribed budget and assist with CAPEX and OPEX planning, thinking for the future growth of their business and asset use.

Future planning activities with our clients has seen an ability to increase their NABERS rating and implement water and electricity efficiencies which have resulted in savings reinvested to their business.

## Department of Treasury and Finance Victoria

The Department of Treasury and Finance (DTF) is a state government department that has responsibility for a portfolio of 80 properties spanning metropolitan and regional Victoria. DTF have recently undertaken a 12-month exploration of their asset verification against known data.

PromptCorp is engaged in a multi-agency agreement with our role to conduct the entire asset verification project.

To date, we have investigated 54 properties, verified 8,840 assets, identified projected future spend and prepared a lifecycle forecast.

The asset portfolio encompasses fire, mechanical, electrical and hydraulic services and maintainable assets as prime considerations. The project is conducted in accordance with the Asset Management Accountability Framework (AMAF).

## ASSET MAP

AUSTRALIA

MELBOURNE



## SERVICES

# Longreach Services

Established in 2016, Longreach has managed, staged and 'bumped in and out' some of Australia's most prestigious events including World Cup of Golf, Australian Grand Prix, Melbourne International Flower & Garden Show, Sydney International Tennis and Mercedes Benz Fashion Week (Australia) as representation.

We self-deliver all our events under the management of Steven Webber and his experienced team who have more than 50 years' experience in event management.

Steven has worked in the international venue and event sector for Sydney Opera House, ANZ Stadium, the GABBA and international Winter and Summer Olympics.

The operational managers within Longreach have all held senior positions with the Melbourne Cricket Ground, Melbourne Olympic Park, and Tennis International with a focus on Event services including cleaning and environmental management.

Our commitment to the environment is second to none with a driving force to reduce our clients' environmental footprint by providing solutions and recommendations to make every event an environmental success for all parties.

Our 200 personnel are trained in customer service and first aid as mandatory requirements of employment.

We operate strictly with a 'no induction, no start' policy at all events and maintain safety as our priority.

## Event experience

Longreach currently deliver work for over 100 events across the country annually. These events are held at venues ranging from the picturesque Roche Estate wineries in the Hunter Valley to Sydney's Carriageworks, a contemporary multi-arts space with a reputation for presenting large-scale immersive programs; Melbourne's Royal Exhibition Buildings, one of the world's oldest remaining exhibition pavilions; and Sydney Showground, the home to big experiences and major events.

### Our outdoor events are as follows:

- Taste of Sydney and Taste of Melbourne
- Mercedes Benz Fashion Week Australia
- Octoberfest events nationally
- Roche Estate events in the Hunter Valley
- Melbourne Marathon
- Events within Melbourne Showground
- Events within Sydney Showground
- Events at the Campbelltown Stadium
- Tough Mudder events
- The Lunar Festival
- Australian Open Surfing





P R O M P C O R P

CONTACT  
US

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