



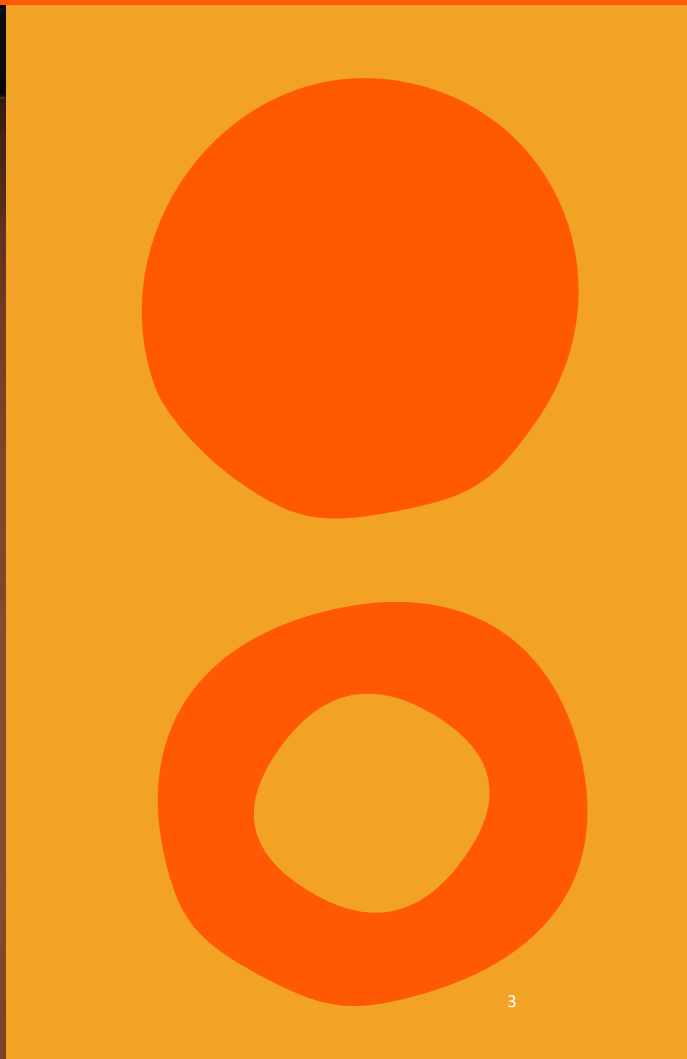
# Cleaning Capability Statement

# Achieving Reconciliation Through Business



At PSG Holdings, we believe that every Australian should have an equal opportunity to achieve their goals and dreams. It is through our successful commercial framework, that we deliver significant difference to the lives of Indigenous men and women and subsequent outcomes for local Indigenous communities across Australia.

We continue to push the boundaries for government departments and private corporations for real and genuine opportunities for robust contracts and culturally appropriate delivery of services.



# Acknowledgement of Country

We acknowledge and pay respect to the Traditional Owners of the land on which we conduct business - the Aboriginal and Torres Strait Islander Nations of Australia.

It is upon their ancestral lands that we stand. We pay respect to their Elders both past and present, acknowledging them as the Traditional Custodians of knowledge for this Country.

We also acknowledge the gratitude that we share for this land today, and sorrow for the costs of that sharing and our hope and belief that we move to a place of equity, justice and partnership together.



# Our Capability

PSG Holdings provides comprehensive and effective cleaning solutions to a variety of clients across the nation, including commercial business, government departments and construction cleaning services.

With a nation-wide offering, PSG Holdings specialise in cleaning services and solutions that can be tailored to meet diverse and evolving client needs.



## Core Service Offerings

The cleaning services that we specialise in include:

- Account Management
- Recycling
- Waste Solutions
- Detailed Cleaning
- Hygiene Services
- Cleaning Services
- Preventative Maintenance
- Products & Consumables
- Urgent Cleaning
- Recycling & Waste Solutions



CLEANING SERVICES



PREVENTATIVE MAINTENANCE

## Our Effective Cleaning Solutions

PSG Holdings is experienced in account management, recycling and waste solutions, detailed cleaning and hygiene services. We manage and service a diverse range of facilities, including construction, site sheds, public sites, tourist attractions, scientific research centres, office spaces, remote camps and retail spaces.

Within the PSG Holdings Cleaning Division over 20% of employees are Indigenous, making PSG Holdings well placed to work with Government Departments and commercial companies to achieve Indigenous policy objectives through the provision of quality and reliable services.



PRODUCTS AND CONSUMABLES



URGENT CLEANING



RECYCLING & WASTE SOLUTIONS



# People and Community







## Troy Rugless

CEO and Director

Troy founded PSG Holdings in 2011 and currently resides as PSG Holdings Managing Director and CEO. Troy is involved in business development, Indigenous business mentoring and undertakes the role of Company Cultural Leader. Troy ensures that PSG Holdings thrives based on a culture of respect, humility, ingenuity and hard work and that these values pervade all aspects of the business.

Troy's Indigenous heritage is from the Wiradjuri people who were the first inhabitants of Central Western NSW. He also has Torres Strait Islander heritage from his Grandfather's family who originated from the Western Islands of the Torres Strait.

Troy is a former professional rugby league footballer who played for the Eastern Suburbs and South Sydney before moving overseas to play for the London Broncos. He has coached multiple teams in more recent times. After his career was ended by injury, Troy followed in the footsteps of his father and joined the NSW Fire Brigade where he served for 20 years and was involved in representing the service at Indigenous careers expos.

Having grown up in the La Perouse area of Sydney, around family members who were involved in the construction industry, Troy developed a passion for building, which led to the creation of PSG Holdings and generating opportunities for Indigenous people across a variety of industries which in turn enabled Troy to support a number of community groups in his local area.

Troy observed that Indigenous Australians have role models in sport, the arts, academia and politics – but very few in business. Troy aims to be a role model and set an example for Indigenous owned businesses and business people.

Troy recognises that reconciliation through business is a very practical concept – it's about working together to find opportunities for Indigenous economic advancement.

As the leader of an established Indigenous owned and managed business, Troy focuses on exceptional delivery as well as achieving employment and social returns for Indigenous communities. The strengthening of Indigenous policies in procurement has enabled Troy and his team to increase economic growth for Indigenous communities alongside delivering meaningful outcomes for clients.

Troy's unwavering commitment to the strategic growth of Indigenous people and the enterprises they represent has created significant value for our clients and has enabled sustainable social benefits for both our community and country.





**Adam Beckett  
NATIONAL MANAGER**

As National Manager for the Cleaning Division, Adam is responsible for the management of cleaning staff, communication with clients, tender submissions and the implementation of policies and procedures. An experienced and capable Manager, Adam is committed to ensuring that the cleaning services delivered exceed our clients' expectations.

Adam guarantees that business-wide resourcing, processes and innovation are appropriately shared to ensure clients receive consistent service quality as PSG Holdings continues to grow its business portfolio.



**Amanda Virgona  
NSW/ACT AREA MANAGER**

As NSW/ACT Area Manager, Amanda manages our cleaning teams in these two major states.

Amanda is a committed and effective leader, with over 20 years supervisory experience across the facilities management industry. Amanda understands the significance of achieving great results, as has been proven through her prior working history and robust operational skills.



**Joan Jane Lizada & Brian Lizada  
NT AREA MANAGER &  
SUPERVISOR**

Joan Jane and Brian are seasoned professionals in their fields offering refined management and supervisory experience in our Northern Territory projects. By applying a professional and mature approach, this enables our operations to run seamlessly.

As collaborative team players and enthusiastic leaders, Joan Jane and Brian nurture utmost integrity in their approach of performing at a high standard.



**Glenn Riseley & Amanda Orr  
WA AREA MANAGERS &  
SUPERVISOR**

Glenn and Amanda work in unison as our management and supervisory duo for our Western Australian cleaning teams, working side-by-side to effectively manage the day to day operations for projects across the state.

With valuable lived-experience and a critical eye for detail, Glenn and Amanda operate by ensuring the highest of standards are upheld across our cleaning projects in Western Australia.



**Donna Rider  
SA AREA MANAGER**

Donna oversees our South Australian cleaning operations and conducts her leadership through the philosophy of applying principles of excellence across all areas of our cleaning.

Her meticulous attitude toward professionalism and ethics ensures that our South Australian cleaning operations meet client needs and expectations.



**Phoebe Dowse-Jones  
ADMINISTRATOR**

With an advanced administrative background, Phoebe brings effective business operational strengths to her role here at PSG Holdings, enabling and cementing smooth processes across all national locations for our cleaning division.

Phoebe abides by adopting effective administration management strategies to ensure our cleaning division is supported strongly throughout the evolving nature of our operations.

# Indigenous Engagement

PSG Holdings draws on a variety of engagement and employment strategies that provide authentic pathways and opportunities for Aboriginal and Torres Strait staff, communities and key stakeholders. Our company embodies the journey of “Achieving Reconciliation Through Business”.

With a commitment to excellent customer service and driven to improve economic opportunities for Indigenous Australians, PSG Holdings is leading the way for Indigenous businesses.

PSG Holdings has a fully implemented Stretch Reconciliation Action Plan (RAP), November 2021 - November 2024, that outlines core initiatives to amplify Indigenous engagement and employment opportunities.

Our RAP Working Group nurtures culturally informed advice and consultation. The RAP working group includes members from both Indigenous and non-Indigenous backgrounds.

In addition to this, we employ Indigenous staff members across all areas of our business, from our frontline to senior positions. This allows for shared knowledges and perspectives to resonate across our key business functions and foster diverse working environments.

We are proud that more than 13% of people who work at PSG Holdings, are Aboriginal or Torres Strait Islander. On average, 3% of the value of PSG Holdings’ Australian supply chain is sourced through subcontracting arrangements with Indigenous owned businesses. The company’s target, as reflected in its current annual business plan, which is to increase this supply chain expenditure from 3%



INDIGENOUS EMPLOYMENT



INDIGENOUS SPEND



INDIGENOUS BUSINESS & SUPPLIERS



INDIGENOUS COMMUNITY ENGAGEMENT



# Our Workforce

PSG Holdings recognises the importance of championing a culture that embraces diversity and manifesting this throughout our organisation and workforce. PSG Holdings Cleaning Division has continually led best practice in fostering innovative pathways and employment to promote a workplace culture centred on addressing barriers.

Our Cleaning Division demonstrates a high percentage of women employed in leadership and managerial positions throughout our frontline. Additionally, PSG Holdings Cleaning Division holds a high rate of Indigenous women being employed in this portfolio, showcasing the countless employment and career opportunities we endeavour to provide for our staff and their aspirations.



**WOMEN IN LEADERSHIP AND MANAGEMENT**



**INDIGENOUS WOMEN EMPLOYEES**



**60%**



**20%**



# Our Stretch Reconciliation Action Plan (2021-2024)

PSG Holdings introduced a Reconciliation Action Plan for implementation from November 2021 to November 2024 to cement the company's strategic focus on introducing initiatives that enhance positive and sustainable outcomes for Aboriginal and Torres Strait Islander people and communities.

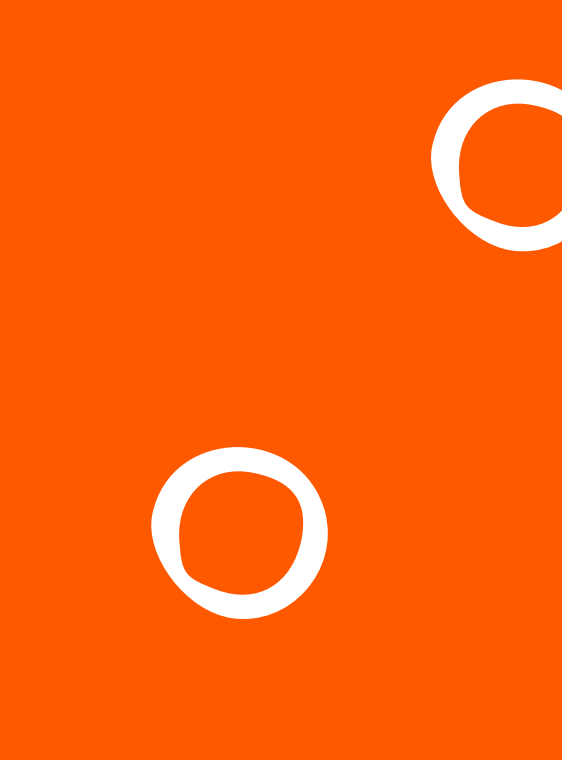
As part of solidifying this new strategy, PSG Holdings sought out the creative talent of Pat Caruso to produce an artwork that conveyed the company's founding story.

Pat's background is of Eastern Arrernte heritage. His connection to country/community has been disrupted by his mother's removal from Alice Springs in the mid-1950s.

As a part of his recognition to community and country, Pat studied visual arts at university, and uses his artwork and visual concepts as an expression of his strengthening connection.

He has had the pleasure of creating artwork for organisations such as Babcock, Reconciliation SA and Aboriginal Health Council of South Australia.





READ OUR RAP



**Pat Caruso**

Eastern Arrernte Graphic Artist  
from We Create Print Deliver



# Projects









**AUSTRALIAN TAXATION OFFICE**  
**Brisbane & Townsville, QLD**

Since 2015, PSG Holdings was engaged to deliver programmed day and night cleaning, ad hoc, office and amenities cleaning services across 4 sites in Brisbane and Townsville totaling 60,000sqm. Our cleaning team ensured high quality cleaning standards were adopted at all times in servicing executive level offices and operating among a highly sensitive government environment. Along with this, our team currently holds 50% Indigenous engagement.



**MURRAY-DARLING BASIN AUTHORITY**  
**Canberra, ACT**

PSG Holdings has led the servicing of key cleaning operations for the Murray-Darling Basin Authority, MDBA Canberra offices, located at three levels of 33 Allara Street and 40 Allara Street since 2018. Our cleaning team employs strong safety systems, effective resourcing and innovative technologies to ensure the project achieved success whilst additionally showcasing 100% Indigenous engagement.



**REEF HQ AQUARIUM**  
**Townsville, QLD**

PSG Holdings was engaged to deliver cleaning services within a live environment and achieved 100% Indigenous engagement throughout the duration of the project. PSG Holdings deployed office centric and public focused cleaning services, sanitary cleaning and supplies for this project allowing seamless business continuity for the client and effective cleaning solutions.



**GREAT BARRIER REEF MARINE PARK AUTHORITY**  
**Townsville, QLD**

PSG Holdings manage core office environment cleaning services, sanitary cleaning and supplies for this project. Our cleaning team ensured that the highest quality services are maintained and quality customer service is adhered to throughout the duration of the project.



**WESTERN SYDNEY AIRPORT CORPORATION**  
**Western Sydney, NSW**

PSG Holdings has led and managed critical cleaning solutions for Western Sydney Airport Corporation for the last 5 years. Our cleaning team effectively directed resources toward daily cleaning duties in a live public environment as well as office, amenities and sanitary cleaning allowing the client to maintain seamless business operations to coexist with our cleaning operations.

**WHOLE OF AUSTRALIA GOVERNMENT (WoAG),  
DEPARTMENT OF FINANCE  
WA & NT**

PSG Holdings delivers a comprehensive after hours cleaning service for the Department of Finance's Whole of Australia Government (WoAG) contract. Since 2019, PSG Holdings has supplied effective resourcing solutions to this client across 184 sites ranging from metropolitan, regional and remote locations. Furthermore, PSG Holdings provides emergency cleaning services during day and night, as well as programmed and ad hoc cleaning.



**DEPARTMENT OF EDUCATION, SKILLS &  
EMPLOYMENT  
Townsville, QLD**

Since 2018, PSG Holdings have delivered office and amenities cleaning services across the Department of Education, Skills and Employment sites and offices while exhibiting 100% Indigenous employment. Similarly to our other government clients, our experienced cleaning teams ensured that effective solutions were utilized to cater to sensitive government working environments.



**CSIRO SCIENTIFIC RESEARCH CENTRES  
SA, WA & NT**

In 2016, CSIRO engaged PSG Holdings to deliver cleaning solutions to service sites across their SA, WA and NT offices and spaces. PSG Holdings managed high-grade cleaning solutions for CSIRO in areas with laboratory style conditions, further showcasing PSG Holdings natural aptitude to offer cleaning results across diverse sites and working environments.



**DEPARTMENT OF HUMAN SERVICES  
WA & NT**

PSG Holdings were engaged to carry out cleaning services across 37 Department of Human Services sites within metropolitan, regional and remote areas providing day and night cleaning services. PSG Holdings fosters 30% Indigenous engagement and provided programmed ad hoc cleaning services within retail, public facing environments. Ultimately, this has demonstrated PSG Holdings competency in delivering high performing cleaning services across various sites.



**CORPORATE OFFICE BUILDING, 2 BLIGH STREET  
Sydney, NSW**

PSG Holdings delivers high quality cleaning solutions across 14 floors of one of Sydney's most active corporate building spaces located at 2 Bligh Street, Sydney. With an array of corporate staff located in this complex, PSG Holdings ensured that sustainable and high standards of cleaning are provided to meet the building's 5 Star Green Rating.



**Our systems and procedures are of the highest standard in accordance with Australian standards for Quality, Safety and Environment.**

## **ACCREDITATIONS & CERTIFICATIONS**

PSG Holdings aim to exceed legislative requirements across all Quality, Safety & Environmental platforms. We hold the highest level of safety certification from the Office of the Federal Safety Commissioner (OFSC), as well as ISO certifications 14001, 9001 and AS4801.



## **Contact Us**

### **Head Office Location**

Unit 2A, Level 2, Building 2A  
Lakes Business Park, 2-12 Lord Street  
Botany NSW 2019

### **Northern Territory Office**

2/10 Witte St, Winnellie  
NT 0820

### **Western Australia Office**

14/14 Whyalla St, Willetton  
WA 6155  
adminwa@psgholdings.com.au

### **Phone**

1300 702 012

### **Website**

[www.psgholdings.com.au](http://www.psgholdings.com.au)