



# **Crown Property Services**

Capability Statement for Schools

**JUNE 2025**

# Contents

<b>3</b>	Company Overview	<b>16</b>	Sustainability Initiatives
<b>4</b>	Our Services	<b>17</b>	Social Impact
<b>5</b>	Geographic Coverage	<b>18</b>	Committed to our Communities
<b>6</b>	Our In-House Trained and Certified Team	<b>19</b>	Measuring Social Impact Success
<b>7</b>	Our Cleaning Team	<b>20</b>	Diversity and Inclusion
<b>8</b>	Educational Facilities Experience	<b>21</b>	Respect and Values
<b>9</b>	Innovation and Technology	<b>22</b>	Added Value
<b>10</b>	Three Pillars of Crown Quality Assurance	<b>23</b>	Testimonials
<b>11</b>	Independent Auditing	<b>24</b>	Valued Partners
<b>12</b>	Safety		
<b>13</b>	Compliance		
<b>14</b>	Environmental Sustainability		



## Company Overview

**Crown Property Services is a leading provider of pristine and comprehensive cleaning services to a wide range of industries, including schools and education.**

We are an end-to-end solutions organisation, providing all general cleaning, specialised cleaning services and ancillary services including waste management, sanitary and hygiene services and consumables.

**At Crown Property Services, we are committed to excellence in service delivery and hold our operations to the highest standards.**

Our core pillars of quality, environmental sustainability, and social impact are at the heart of everything we do.

As a quality-driven organisation, we constantly seek out innovative solutions to optimise efficiency and productivity at every level of service. Our skilled professionals are committed to ensuring that your school or education facility remains safe, clean, and conducive to a positive experience for all staff and students.

- ✓ Triple ISO Certification
- ✓ QAS International assessment and approval
- ✓ ISO Integrated Management Systems compliance
- ✓ BSCAA Accreditation
- ✓ Specialised COVID-19 cleaning services
- ✓ Hospital-grade disinfectants
- ✓ Advanced cleaning techniques

# Our Services

We provide simple solutions to a wide variety of cleaning problems.

✓ COVID-19 Deep Cleaning

✓ School and Campus Cleaning

✓ Bus and transport cleaning

✓ Public spaces/environment cleaning

✓ Waste Management

✓ Carpet steam cleaning

✓ Window cleaning

✓ Hard floor buffering

✓ Graffiti removal

✓ High pressure cleaning

✓ Antimicrobial Sanitising (Fogging)

✓ Consumables



# Geographic Coverage

With a diverse portfolio of valued clients and a rich history of servicing community sectors, we have proudly delivered exceptional cleaning solutions to regions across Australia.

Our presence in major cities and rural areas showcases our commitment to offering our expertise wherever our clients require it. Whether it's a bustling metropolis or a remote location, our dedicated teams have consistently demonstrated excellence in service delivery, adhering to the highest industry standards.



# Our In-House Trained and Certified Team

At Crown Property Services, we directly employ our cleaning staff and prioritise their training and certification.

We emphasise staff loyalty and longevity, building a committed team that takes ownership of their work. Our staff retention rates are impressive, ensuring consistent, high-quality service delivery.

## Our Management Team



**George Younan**  
**Managing Director and Founder**

- ✓ Transformed our company from a small-scale operation into the esteemed national-level service provider it is today.
- ✓ Responsible for the strategy and overall performance of the company.
- ✓ Exceptionally hands-on and actively involved in the day-to-day operations of the business and the business outcomes.



**Lee Prosser**  
**Operations Manager**

- ✓ Impressive track record spanning over 25 years in managerial roles within the commercial cleaning sector.
- ✓ Overseen operations in numerous high-profile venues across Australia.
- ✓ Diverse background in commercial, retail, government, and medical venue management.



**Tony Hecimovic**  
**Senior Contract Manager**

- ✓ Hiring and training of new staff
- ✓ Handling of monthly reports and leading meetings with customers
- ✓ Ordering of stocks and consumables
- ✓ Managing of time sheets and weekly performance of staff
- ✓ Oversight of commercial cleaning operations



**Marissa Sarris**  
**Business and IMS Manager**

- ✓ Responsible for contract management and administration, key account management, and the development of contract and business strategies.
- ✓ Works closely with technical staff to ensure customer needs are met efficiently.
- ✓ Plays a pivotal role in reporting the status of ongoing contract processes to the management team.



## Our Cleaning Team

The key operations staff at Crown Property Services have over 70 years of combined experience.

The expertise of our team ensures a comprehensive approach to cleaning, mitigating the risk of cross contamination and spread of infection in your school or educational facility.

We recognise the importance of maintaining a calm and reassuring environment for your staff and students alike, ensuring their comfort and well-being.

Our team is trained to be respectful and considerate, minimising disruptions while delivering top-tier cleaning services.



### Certified Infection Control Experts

**All our cleaners are certified in Infectious Control by the Department of Health.**

This certification reflects our commitment to upholding the highest standards in infection prevention and control.



## Student-Focused Approach

- ✓ Priority on Student Learning
- ✓ Working with Children Checks
- ✓ Disruption and noise free approach

## Educational Facilities

While operating in school environments, Crown Property Services has always taken a student-centred approach, firmly rooted in unwavering standards of quality, safety, and professionalism.

Our team, certified and highly skilled, specialises in providing cleaning solutions tailored to schools, prioritising the schedule and well-being of students, staff, and visitors by maintaining a healthy and hygienic environment.

We recognise the nuanced demands of educational institutions, appreciating the importance of discretion and professionalism in this setting. Our commitment is to foster a safe, clean, and inviting atmosphere that not only aligns with the school's educational goals but also upholds the highest hygiene and cleanliness standards.

## Our Clients

Crown Property Services have supported the growth and education of Australian students in collaboration with the following institutions:

- **Heathdale Christian College**
- **Good Shepherd Lutheran School**

# Innovation and Technology

At Crown Property Services, innovation sits at the core of our commitment to excellence, driving our continuous exploration of cutting-edge technologies. This forward-thinking approach ensures we not only meet but exceed client expectations, constantly elevating the standard of our services.

## Timesheet Mobile

To guarantee consistency and accountability, we've streamlined our scheduling and workforce management by adopting Timesheet Mobile, a versatile electronic rostering system. This tool enhances our operations with:

- ✓ **Precise Time Tracking:** Ensures accurate logging of staff hours, fostering transparency and fair compensation.
- ✓ **Universal Accessibility:** Available through web and mobile platforms, granting both staff and management real-time access to schedules and assignments.
- ✓ **Efficient Job Allocation:** Simplifies task distribution, reducing administrative efforts and focusing resources on service enhancement.
- ✓ **Customisable Reporting:** Offers detailed insights into workforce efficiency and job statuses, aiding in informed decision-making.

## Cloud-based QR code reporting

At Crown Property Services, we've adopted a cloud-based QR code reporting system to enhance service responsiveness, especially outside standard business hours. Key features of this system include:

- ✓ **Instant Feedback and Requests:** Stakeholders can swiftly submit feedback or service requests using QR codes.
- ✓ **Real-Time Updates and Photo Support:** The system ensures immediate receipt of feedback, with an option for photo uploads to clarify details.
- ✓ **Site-Specific Access:** Unique QR codes for each location facilitate precise, site-specific interactions.
- ✓ **Rapid Response:** Enables quick responses to urgent needs, with all submissions time-stamped and recorded.
- ✓ **Proven National Success:** Our system consistently enhances services, ensures client satisfaction across Australia.

# The Three Pillars of Crown Property Services

At Crown Property Services, our commitment to excellence is reflected in the foundation of our operations, which is built upon three integral pillars that define our ethos:

- 1. Quality, Safety and Compliance**
- 2. Environmental Sustainability**
- 3. Social Impact**

These three pillars form the cornerstone of our organisation, guiding our decisions, shaping our strategies, and embodying our commitment to excellence, sustainability, and positive impact on our broader community.

At Crown Property Services, we don't just aim to meet expectations – we aspire to exceed them all while upholding our reputation of quality, environmental, and social responsibility.

**Quality, Safety  
and Compliance**



**OUR EVOLVE**  
CONTINUOUS IMPROVEMENT SYSTEM

**Environmental  
Sustainability**

**Social  
Impact**



# Quality Assurance

Comprehensive cleaning demands unparalleled attention to quality and standards.

**We recognise that maintaining cleanliness is paramount across all industries we serve to ensure safety, compliance, and an optimal environment. Our dedication to upholding internationally recognised ISO quality standards remains steadfast, as exemplified by our ISO 9001 certification.**

Each area we clean is meticulously inspected, ensuring that it aligns with both internal benchmarks and the standards set by industry authorities. By doing so, we achieve successful audit results, enhancing the reputation and trustworthiness of our clients.

## Our EVOLVE Continuous Improvement System

Crown Property Services is a commercial cleaning company providing solutions to your toughest cleaning challenges. Where other cleaners may get complacent, Crown's unique EVOLVE System ensures continuous improvement.

This is a 3-stage process:

- 01 Engage** • We enable direct two-way communication with all stakeholders to find what's working and what isn't.
- 02 Evaluate** • We analyse feedback from all stakeholders and discuss with your decision makers.
- 03 Execute** • We implement solutions and carry out all agreed tasks effectively and efficiently, the Crown Property Services way.

We continually repeat this process, ensuring we always meet and exceed your needs. Crown Property Services warrants that services will be delivered with full quality assurance and sustainable solutions.



# Independent Auditing

Crown Property Services stood out among 35 companies as the top choice for providing comprehensive cleaning services to the largest Cemetery Trust in Victoria. We underwent an independent audit covering all key performance indicators (KPIs), and our exceptional performance earned us an outstanding average **Quality Assurance score of 97%**.

This demonstrates our unwavering commitment to delivering services of the highest quality and exceeding client expectations.

Site	August	Septeml	October	Novemb
Fawkner Offices, Toilets, Chapels / Function, Mausoleum	95%	86%	94%	100%
Altona Offices, Toilets, Chapels / Function, Mausoleum	93%	90%	95%	98%
Lilydale Memorial Park Offices, Toilets, Chapels / Function, Mausoleum	95%	95%	98%	98%
Northern Offices, Toilets, Chapels / Function, Mausoleum	95%	87%	100%	100%
Anderson Creek		98%	100%	100%
Lilydale Lawn Cemetery			100%	
Healesville Cemetery	100%			
Coburg Cemetery			100%	100%
Templestowe Cemetery		93%	99%	99%
Burwood Cemetery		100%		
Werribee Cemetery	95%	100%	98%	98%
Williamstown Cemetery		89%	91%	97%
Footscray		90%	99%	
Preston		86%	96%	99%
YarraGlen		100%		100%
Keilor Cemetery		89%	90%	98%
<b>Overall Average</b>	<b>96%</b>	<b>93%</b>	<b>97%</b>	<b>99%</b>

# Safety

To ensure the highest standards for health and safety are strictly maintained, Crown Property Services has implemented an **ISO 45001 Certified WHS Management System** across all facets of our operations.

Furthermore, Crown Property Services has established a commitment to the management of health and safety in the workplace using risk management principles and the development and involvement of our most important assets – our staff.

## This commitment includes:

- ✓ **Establishing measurable objectives and targets** to ensure continual improvement.
- ✓ **Documenting, using, and reviewing** safe work procedures.
- ✓ **Auditing these procedures** to ensure they remain appropriate and effective
- ✓ **Consultation** with all staff members, the community, and other interested parties.
- ✓ **Providing training, education, and resources** to staff to implement the health and safety part of our Integrated Management System.
- ✓ **Identifying and quickly resolving** health and safety issues.
- ✓ **Providing work-based** rehabilitation.
- ✓ **COVID-19** deep cleaning.

Our commitment to our community includes the control of all hazards that may pose risks to the community, environment, or property.



# Compliance

---

We understand that the cleaning of schools and educational facilities demands unparalleled attention to quality and standards. We understand that these facilities must maintain impeccable cleanliness to ensure the safety of staff and students and regulatory compliance. All staff regardless of role are trained to comply with all relevant legislation, regulations, standards, and codes of practice that are relevant.

Our commitment to adhering to internationally recognised ISO quality standards in line with our triple **ISO Certified Management System** is unwavering.

---

## Training

At Crown Property Services, we recognise that the effectiveness of our cleaning services depends on the skills and knowledge of our cleaning team. We place a strong emphasis on training to ensure that our team not only possesses the necessary skills but is also certified to meet industry-specific standards and safety requirements.

All staff are inducted under a robust Commercial Cleaner Management and Training Plan, supported by a firm Induction Process, which houses detailed industry and internal requirements. A comprehensive induction checklist must be completed and reviewed before any new staff member can perform works under our brand, ensuring consistent compliance to strict quality and safety expectations.





# Environmental Sustainability

Crown Property Services is proud to be an environmentally sustainable cleaning company

**Recognising the profound impact that facility management and cleaning services can have on the environment, we are steadfast in our commitment to fostering environmental sustainability, under an exhaustive ISO 14001 certified Environmental management system.**

From adopting eco-friendly practices in our day-to-day operations to incorporating sustainable technologies and materials in our projects, we actively seek to minimise our ecological footprint and embrace innovation by constantly exploring opportunities to contribute positively to our planet.

- ✓ ISO 14001 Certified.
- ✓ Waste categories measured and reported.
- ✓ QR codes for accurate reporting.
- ✓ Waste-weighing systems.
- ✓ Improving cost and efficiencies.
- ✓ Biodegradable cleaning materials.
- ✓ Encouraging recycling practices to reduce waste to landfill.
- ✓ On a path towards NABERS certification.



# Sustainability Initiatives

We use eco-friendly cleaning products and practices to minimise our environmental footprint. Our dedication to waste reduction has led us on a path towards NABERS (National Australian Built Environment Rating System) certification in waste sustainability. We actively contribute to improving the NABERS ratings of the buildings we serve, emphasising our commitment to environmental responsibility.

## Benefits to Our Clients

The benefits to our clients are extensive, including cost, accuracy, and efficiency. Additionally, by choosing Crown Property Services, our clients actively participate in environmental conservation efforts, fostering a feel-good factor that goes beyond the immediate advantages of our services.

Knowing that their facilities are being managed sustainably and responsibly, our clients can derive satisfaction from being part of a community that values and prioritises environmental well-being.

## Specific Initiatives

- ✓ Waste categories measured and reported;
- ✓ QR codes for accurate reporting;
- ✓ Waste-weighting systems;
- ✓ Improving cost and efficiencies;
- ✓ Biodegradable cleaning materials;
- ✓ Encouraging recycling practices to reduce waste in landfill.

# Social Impact

Our commitment to social impact extends beyond our cleaning services.

**We actively engage with the communities we serve and are always on the lookout for opportunities to support First Nation and social enterprise organisations.**

Aligning with our commitment to social sustainability, we seek partnerships that empower communities and contribute to a brighter, more inclusive future.



## Our social initiatives and focuses include:

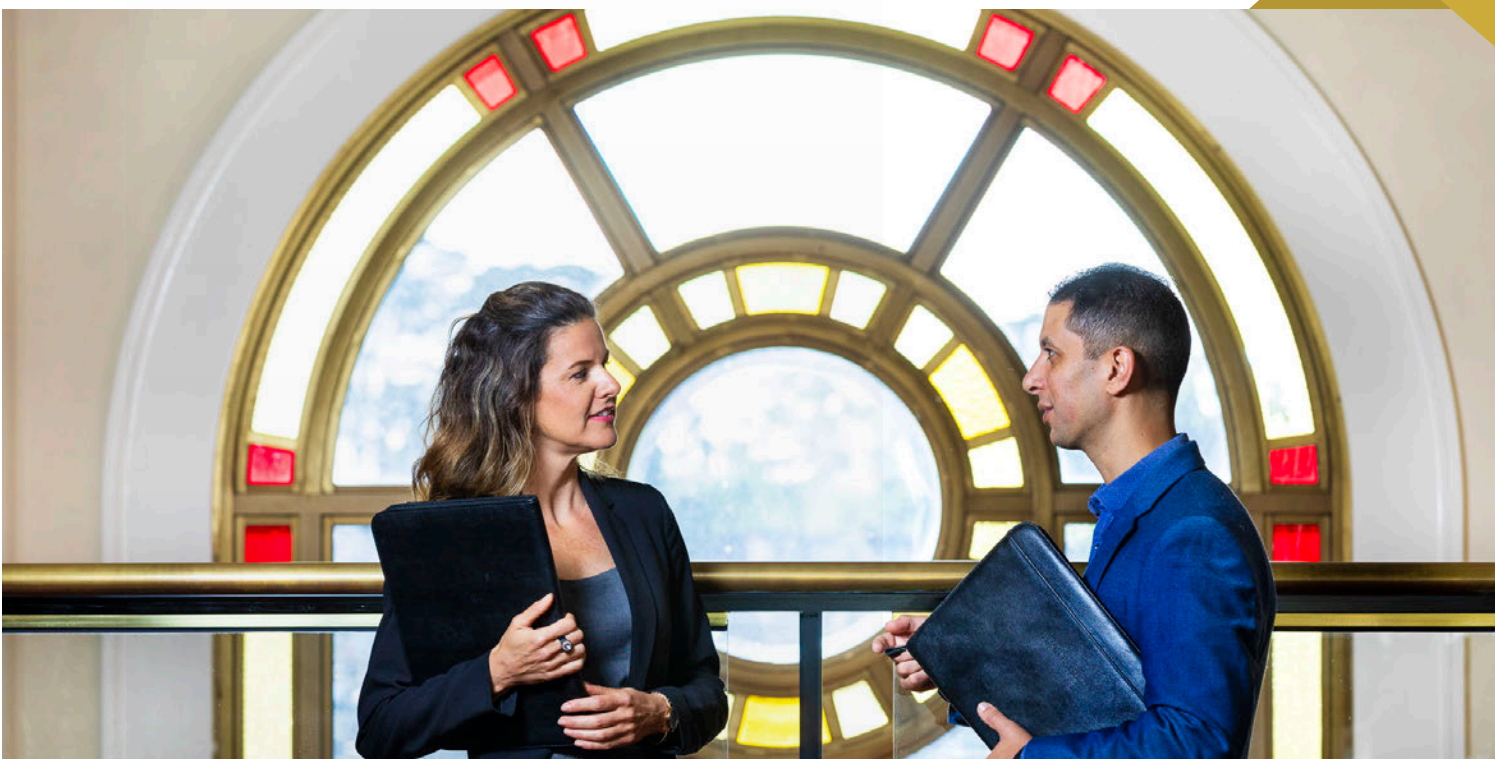
- ✓ Reconciliation Action Plan (RAP)
- ✓ Indigenous Policy
- ✓ Modern Slavery Policy
- ✓ Participating in the "Roughin' It Challenge", raising money and awareness for homelessness.
- ✓ Our Tenant Engagement Program where we train residents of the social housing sites, we service to become cleaners at their residence.
- ✓ Promoting a diverse and inclusive workplace.

## Committed to our Communities

Since 2020, our most important initiative has been to support people in finding employment in their local communities which falls in line with most community and council initiatives across Australia. In this vein, Crown Property Services features a Modern Slavery Policy, Indigenous Policy, and Reconciliation Action Plan (RAP) that outlines our commitment to social excellence.

As a socially responsible organisation, we actively participate in initiatives like the “Roughin’ It Challenge”, raising money and awareness for homelessness in the community. Another initiative we are proud of is our Tenant Engagement Program. Through this initiative, we provide training to residents of the social housing sites we manage, empowering them to take on the role of cleaners within their own residences. This provides them with a sense of pride and independence in the community.

As a team, we are always looking to improve our understanding of the individual and specific needs of our diverse communities to best meet the unique challenges that these areas present.



# How do we measure our Social Impact success?

At Crown Property Services, we are steadfast in our commitment to social impact, recognising that success goes beyond business metrics. Annually, we gauge our achievements not only by financial performance but also by the positive changes in our practices.

We measure success through tangible improvements in our meaningful contributions to communities in need, a deliberate increase in diverse and minority employment, and the expansion of our engagement with local communities. This holistic approach ensures that our impact is not just measured in numbers but is deeply embedded in our commitment to fostering positive change and leaving a lasting, meaningful mark on the communities we serve.

## Staff Training

Crown Property Services is actively enhancing staff training to better serve our diverse community. Currently implementing sensitivity courses for dealing with vulnerable individuals, including those facing family violence, we are committed to improving these initiatives throughout 2024. Our goal is to create a workplace culture that values diversity and equips our team with the skills needed for compassionate and effective engagement with individuals facing various challenges.



# Diversity and Inclusion

At the core of our company's mission, strategies, and operations is the commitment to fostering a workplace that embraces diversity and inclusion.

Since 2020, a pivotal focus of Crown Property Services has been our initiative to **facilitate local employment opportunities**, aligning with most community and council initiatives across Australia.

We look forward to improving in these areas throughout 2024 and beyond.

## Statement of Commitment to Aboriginal and Torres Strait Islander Peoples

**Crown Property Services respectfully acknowledges the Traditional Owners of the Land.** In particular:

- That Aboriginal and Torres Strait Islander peoples were the First Peoples of this land and have strived to retain their culture and identity through the period of European settlement for more than two centuries;
- We acknowledge and respect the customs and traditions of Aboriginal and Torres Strait Islander peoples and their special relationship with the land, waterways and sea;
- We acknowledge the right of Aboriginal and Torres Strait Islander peoples to live according to their own values and customs, subject to Australian law;
- We recognise the value of the diversity and strength of Aboriginal and Torres Strait Islander cultures to the heritage of all Australians;
- We recognise that family life is the core of Aboriginal and Torres Strait Islander community life and that these family relationships, links and customs involve particular sets of social and cultural obligations; and
- We hold deep respect for Aboriginal and Torres Strait Islander Peoples.

# Respect and Values

At Crown Property Services, protecting the safety and education of all students is our number one priority. We are committed to maintaining a clean and functional environment for both staff and students to excel in their day-to-day learning activities.

**Crown Property Services has operated for over a decade upon a set of values and ethics that have ensured continued success and the consistent return of our clients.**

We undertake each new contract with the following values at the forefront of our customer-service model, prioritising the satisfaction of our clients, and the achieving of all key deliverables and expectations:

## Transparency

Crown Property Services delivers all services with transparency, offering accurate and concise reporting measures throughout each job, and providing updates on job status and completion.

## Evolving Service

We work within a model of continuous improvement, ensuring that our services improve over time, and that we consistently endeavour to provide up-to-date and evolved services.

## Trust and Virtue

Crown Property Services maintains high moral standards and is committed to reflecting our words in our actions. Across all contracts, we thoroughly investigate any queries of poor performance, and efficiently and honestly resolve all raised issues.

## Qualified Team

Our team is ensured to be appropriately qualified and trained prior to undertaking works with any client. Additionally, we pay our cleaners within the guidelines of modern award rates, providing them with respect, and in turn, generating their engagement with our clients and our work.

## Streamlined Services

Our supervisors work tirelessly to ensure that jobs are completed to perfection – we take care to validate that jobs are finished in line with the expectations of the client, as well as all relevant legislation and requirements.

## Added Value

The benefits to our clients are extensive, including cost, accuracy and efficiency, and a feel-good factor where you can feel positive about knowing where your waste goes.

- ★ **Time-stamped before and after photos**
- ★ **Real-time reporting with instant notifications**
- ★ **GPS vehicle tracking and monitoring**
- ★ **GPS staff location reporting**
- ★ **Video evidence with body camera footage**
- ★ **Specific job completion forms**
- ★ **Battery-powered vacuums that save time, energy, and the environment**



## Testimonials




George and his team respond to all of our cleaning requests, be it contractual or in an emergency, in a very timely and professional manner and as per specification. His team members are all trained in following a correct cleaning approach. They all have the appropriate checks and follow safe work method statements and OH&S guidelines.”

**Mitchell Booth**

Managing Director




George Younan and the Team at Crown Property Services are fantastic to work alongside. With their ability to operate across Australia, including in rural areas, Crown Property Services provide reliable and professional cleaning outcomes, every time. With highly detailed post service reporting, accurate invoicing and local administrative support, I highly recommend George, Marissa and the team at Crown Property Services.”

**Jonathan Scipione**

National Manager – Property Services




George and his Operations Team have shown professionalism and attentiveness in their dealings with our organisation and are committed to continuous improvement via their customer-focus programs and open communications.”

**Patricia Kavadas**

Contracts Co-Ordinator

## OUR VALUED PARTNERS

Throughout our dedicated service history, Crown Property Services has forged impactful partnerships with our valued clients. We eagerly look forward to the prospect of driving meaningful change with new organisations and building a brighter future together.

- Public Space Cleaning
- Bus & Transport Cleaning
- Commercial Property Cleaning
- Antimicrobial Sanitising & Fogging
- All Specialised Cleaning Services

CROWN

**Contact us today** to learn how Crown Property Services can enhance the cleanliness and sustainability of your school or educational facility.

---

Call us now for all your cleaning needs  
1300 004 277



### Crown Property Services

**Website** : [crownpropertyservices.com.au](http://crownpropertyservices.com.au)  
**Address** : Suite 301, 436 St Kilda Rd. Melbourne, Vic. 3004  
**Phone** : 1300 004 277  
**Email** : [cleaning@crownpropertyservices.com.au](mailto:cleaning@crownpropertyservices.com.au)