



LE PARFAIT
FACILITY SERVICES

Le Parfait, the difference between **perfection** and **mediocrity**

 www.leparfaitbps.com





ABOUT COMPANY

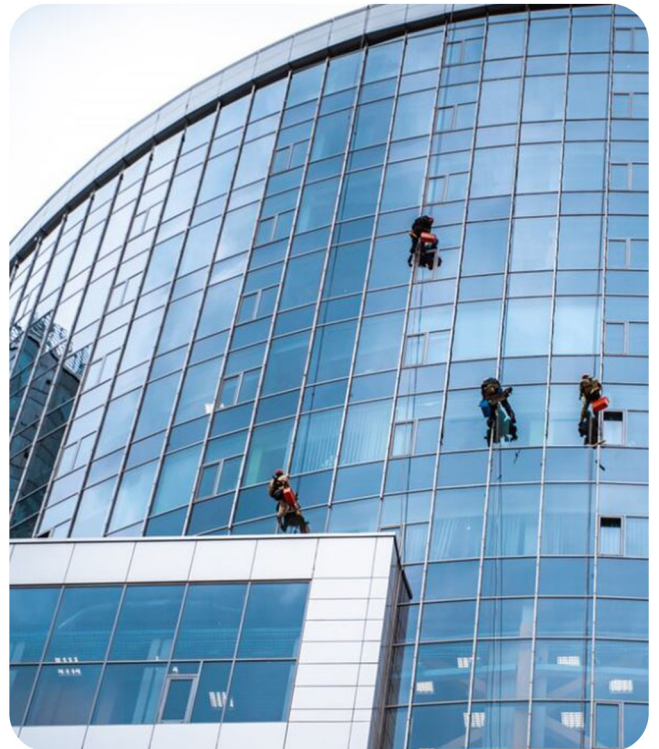
Le Parfait was formed **10 years** ago from a dream of 2 young entrepreneurs with a vision to deliver uncompromised level of service standards with excellence to our clients. Since the inception of Le Parfait, we have established a good track record as one of the trusted facility services companies. We continuously reenvision improvements and reinvest in introducing innovative technologies, new practices, and high-quality services to achieve perfection in our services.

Our company operates nationally and is supported by highly experienced and efficient management team across all the states of the country covering all major cities, with over 200 stringently screened and well-trained, dedicated employees working **24/7** to meet our clients' expectations.

We provide customised integrated facility services solutions to our clients that are guided by independently audited policies and unparalleled standards. Our exceptional services are received by the government, corporate, commercial/ retail, educational, healthcare, hospitality, sporting, recreational, and industrial facilities around the country. We are proud to have guaranteed the satisfaction of over **100 clients**, including a few Fortune **500** companies as well as leading financial institutions in Australia.

66 *Ours is a perfectionist mindset*

Our perfectionism is not just an attitude. It's an OCD.
We do our best so that you can focus on doing what you do best.





OUR VISION

Our vision is to become the highest standard for integrated facility service provider in Australia, to maintain a perfect client satisfaction record, and to offer the best-value services within Australia's our service industry.



OUR MISSION

Le Parfait provides exceptional cleaning solutions that exceed our clients' expectations. Our mission is to create healthy, safe, and immaculate environments for our clients, ensuring their spaces are not only clean but also conducive to productivity and well-being. We are committed to employing environmentally friendly practices, using innovative technologies, and delivering reliable and thorough integrated facility services tailored to the unique needs of each client. We strive for excellence in every aspect of our work, aiming to be the trusted partner our clients rely on for their cleaning needs. Our mission is to improve the productivity and efficiency of your workplace by maintaining an immaculately clean and hygienic space that is both inviting and uplifting and to take the entire burden of managing this process off your shoulders.



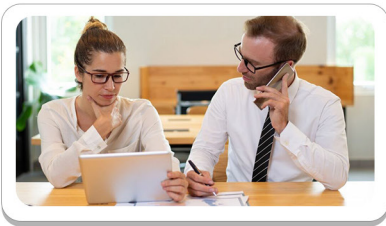


CORE VALUES

Le Parfait is committed to providing customised facility services to suit all your corporate, commercial, and industrial requirements with perfect results that will guarantee your satisfaction.

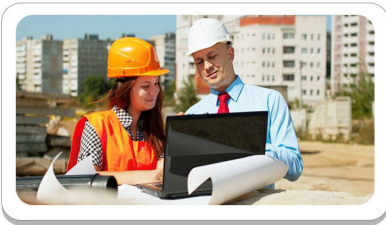
WHAT TO EXPECT FROM LE PARFAIT

Right from the beginning we offer in depth and custom approach to formulate the client specific services based on the following:



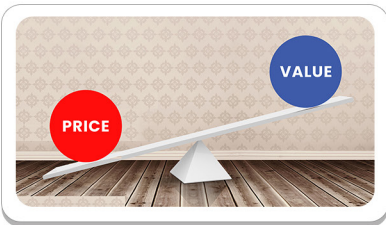
INITIAL CONSULTATION

Our representative will conduct an initial consultation. This may be done in person or virtually, depending on the company's procedures and your preferences. During this consultation, we will assess your needs, preferences, and any specific requirements you may have.



CUSTOMIZED FACILITY SERVICES PLAN

Based on the initial consultation, the customised service plan will developed tailored to your needs. This plan may include details such as the frequency of service visits, specific areas to be serviced, any special instructions or requests you have, and the products and equipment to be used.



TRANSPARENT PRICING

Transparent pricing will be provided upfront. This may be based on factors such as the size of the space to be serviced, the frequency of service visits, and any additional periodical services requested as an inclusion to the service. We will explain the pricing structure to assist your understanding of the pricing structure and what is included in the quoted price.



PROFESSIONAL STAFF

All our employees are professional, trained and are experienced in providing high-quality facility services. Depending on the company, background checks and training programs may be conducted to ensure the reliability and competency of the team.

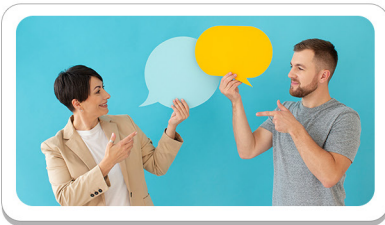


OUR VALUES



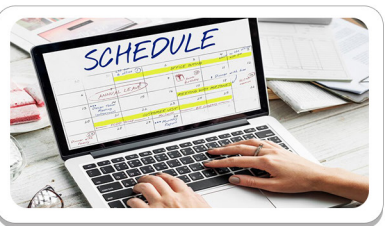
QUALITY ASSURANCE

Le Parfait has management plans such as Quality assurance, Environmental management plan and WHS management plans in place to ensure consistently high standards of cleaning and compliance according to legislation is adhered to. This may include regular inspections, customer feedback mechanisms, and protocols for addressing any issues or concerns that may arise in respect to quality safety and environment.



CLEAR COMMUNICATION

As part of our commitment to service excellence, our team and management utilise various methods of communication to provide essential information flow and updates to you so you are aware of what is happening on a daily basis. You can expect clear communication of issues, recertification plans, changes to schedules, plans and any other relevant matters. Likewise, they be responsive to your inquiries and requests.



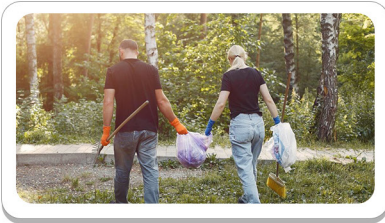
FLEXIBLE SCHEDULING

We offer flexible scheduling options to accommodate your needs. Whether you require regular cleaning on a weekly, bi-weekly, or monthly basis, or if you need occasional services, we will be able to accommodate your schedule.



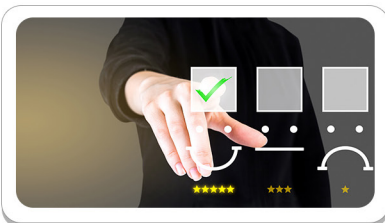
INSURANCE AND LIABILITY COVERAGE

To provide peace of mind knowing that you are protected in the event of unforeseen circumstances, we are fully covered by all relevant insurance to protect against any accidents, damages, or liabilities that may occur during the cleaning process. Copies of these will be provided to you before commencement of service.



ENVIRONMENTALLY FRIENDLY PRACTICES

To reduce the carbon footprint and achieve higher level of sustainability, Le Parfait utilises environmentally friendly practices and ecofriendly products. If sustainability is important to you, you can inquire about the use of eco-friendly products and methods.



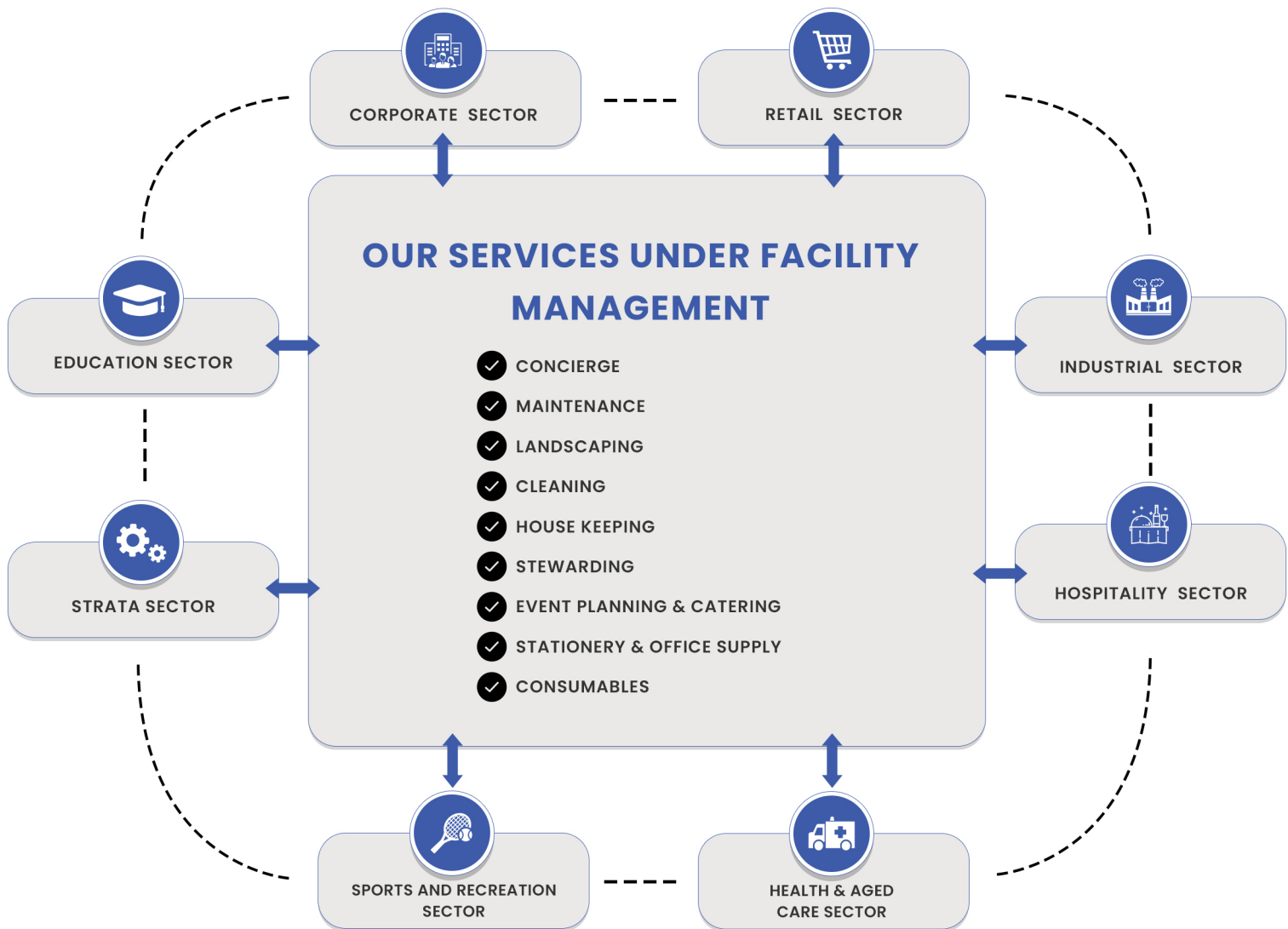
CUSTOMER SATISFACTION GUARANTEE

We offer a customer satisfaction guarantee. This means that if you're not satisfied with the service provided, we will take steps to address your concerns and ensure that you're happy with the results. A proper client escalation management system will be part of the process implemented to manage raised issues.



OUR SERVICES

Le Parfait's 'perfect' facility services solutions are available around Australia and cover a wide range of sectors and industries that make up our community. Our team of skilled employees are well-trained and experienced in delivering more than satisfactory results to our clients in the following areas:

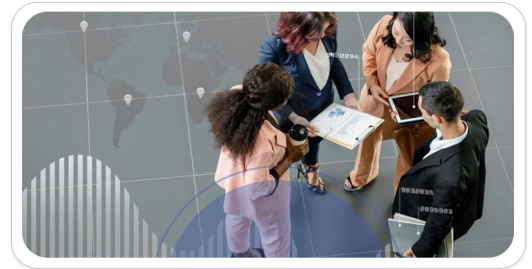




CORE SERVICES

CORPORATE SECTOR

Cleanliness, hygiene and well maintained workspace are essential in maintaining a professional appearance within offices. Furthermore, it can drastically improve the performance of your employees. We perfectly understand the high demands of the corporate world and proudly provide our services to several Fortune 500 companies.



HOSPITALITY SECTOR

The hospitality industry's success depends on the ability to provide a home away from home that attracts patrons. Le Parfait excels at maintaining your venue in immaculate condition, completely taking the burden of facility soft services off your shoulders. Facilities that we service range from fine dining venues, bars & bistros and regional pubs and include everything in between.



HEALTH & AGED CARE SECTOR

At Le Parfait, we take the health of your patients and residents and the conditions of the environment in which they are treated and live in very seriously. The health and aged care sector consist of extremely sensitive environments that consistently demand a high level of hygiene and cleanliness due to the services that they provide. Our staff members are highly experienced in servicing healthcare facilities that understand the strict high standards and compliance required in delivering perfect results be it in cleaning or in other integrated services.



All team members are given mandatory site-specific training before being allocated to health and aged care facilities. We implement and follow safety protocols and cleaning procedures that are designed specifically in adherence with all relevant laws and regulations. Our services within the healthcare sector include:

- ➔ Operation theatres
- ➔ Hospitals
- ➔ Trauma wards
- ➔ Medical equipment
- ➔ GP medical centres
- ➔ Aged care and retirement facilities
- ➔ Medical centres
- ➔ Dental clinics
- ➔ Specialist clinics



CORE SERVICES

EDUCATION SECTOR

Le Parfait highly values the health and safety of students, teachers, and caregivers. To this end, we set out the highest standards to deliver consistently high-quality facility services to a wide range of educational facilities around the country. We take care to ensure that rigorous background tests have been carried out on all our staff members who are allocated to clean educational venues. Police clearances and clearances for working with children are mandatory requirements for all our employees engaged in this sector. Furthermore, comprehensive site-specific training and inductions are conducted so that we ensure a high level of cleanliness and hygiene is maintained. Educational facilities that we service:

- ➔ Schools
- ➔ Vocational training centres
- ➔ Childcare centres
- ➔ Universities



RETAIL SECTOR

We excel at creating customised, flexible cleaning solutions to fit your needs and minimise inconvenience to your clients and your operations. Our staff are highly skilled at maintaining a clean and professional appearance within your retail outlet that will entice your clients to spend more time in them. Retail facilities that we service:

- ➔ Shops
- ➔ World-famous brands/ High-end stores
- ➔ Financial institute branches
- ➔ Department stores
- ➔ Supermarkets



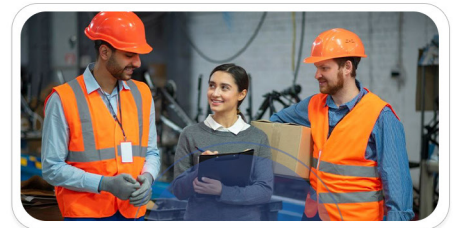


CORE SERVICES

INDUSTRIAL SECTOR

Le Parfait ensures that strict safety policies are carried out at all our industrial cleaning sites. Comprehensive inductions and site-specific training are given to all staff members who work at these sites.

- ➔ Warehouses / Factories
- ➔ Logistics hub/ transport depots



SPORTS AND RECREATION SECTOR

Le Parfait offers customised cleaning solutions to meet the varying requirements of sports and recreation centres, guaranteeing a flexible and dedicated service to match your dynamic schedules.

Sports and recreation venues that we service:

- ➔ Aquatic centres
- ➔ Sports clubs
- ➔ Gymnasiums
- ➔ University sports centres[e]



STRATA

Le Parfait's strata services is available for strata managers, building owners, or maintenance committees. Our team is fully qualified to handle all kinds of common areas that require maintenance due to frequent use. Common areas that are covered under strata service:

- ➔ Pest control
- ➔ Gardening and lawn maintenance
- ➔ Maintenance works
- ➔ Refurbishment and fit out
- ➔ Cleaning




**OUR
SYSTEMS****INTEGRATED MANAGEMENT SYSTEM (IMS)**

We have a full IMS system actively working within our organization to help improve productivity, communications, and quality support. This assists us to improve communication with our clients and assist in their needs, allows us to create and complete standard operational procedures and task checklists, including scheduling site audits, machine maintenance and tagging, and training. We do offer our clients a web-based inspection monitoring format.

**TRAINING AND PERFORMANCE MONITORING**

All our employees receive full induction and site-specific training before they start. This includes information about evacuation and fire procedures, and so on. Generally, our team have their routine down pat within short period without causing any major disruption. They are instructed to follow all directions from clients or their representatives in all of our services as agreed.

We consistently train our team on the job as well as via toolbox talk sessions. Any specialized training required are organized through external parties. As part of our commitment to excel in our service; training for employees is ongoing, and performance is regularly monitored.

**QUALITY ASSURANCE AND INSPECTIONS**

At Le Parfait we are committed to meeting customer requirements, preventing non-conformity, and applying a constant focus on quality improvement. We constantly focus on the quality of our service. Our management team conducts regular site inspections to make sure we are delivering the very best outcomes. If any area fails to achieve a pass rate during the normal inspection program, something is immediately done about it – no procrastinating, no excuses, no fuss. A re-inspection is conducted within seven working days. Our inspection forms are tailored to each facility. They can track the weekly performance of individual employees, so that any issues can be dealt with straightaway.

**CORRECTIVE ACTION**

Our corrective action procedures mean we can isolate and identify the cause of any problem, i.e. staff, training, equipment, etc. In this way, we can stay on top of any issues. As part of this procedure, we also supply regular reports and conduct monthly Quality Assurance meetings.





OUR SYSTEMS

KEY PERFORMANCE INDICATORS (KPI'S)



We work with our clients to monitor performance and establish KPIs right from the start. Regular inspections are conducted to ensure they are met.

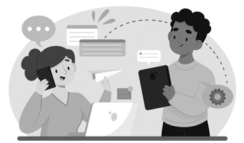


COMPLAINTS HANDLING



When a complaint is received, the relevant manager will ensure it is dealt within that day or evening. The manager will follow up with a site inspection within the next 24 hours, or immediately, if required. Another inspection is conducted one week later to ensure everything is in order. An action plan outlining the measure to be taken for the rectification process will be made available to the client.

start of a contract, we get busy. We ascertain exactly what your requirements are, then assign the best possible employee to achieve the best possible outcome. If you require people with specific security clearances or skills, we take care of that, too. All our team members, supervisors, and designated managers will be provided with a full site induction, and their duties are made clear.



RISK MANAGEMENT



Risk management is a vital aspect of our service delivery. This includes all matters pertaining to OH&S, and risk to the public, our clients and ourselves. Our risk management policies are regularly reviewed in conjunction with the underwriter, and management.



ASSESSING RISK



We firmly agree that prevention is better than cure. Several procedures are put in place to help us assess and deal with risk featuring the following risk assessment initiatives:

- ✓ Zero tolerance to unsafe conditions and acts
- ✓ Risk assessment as the basis of our business plans
- ✓ Toolbox meetings which reinforce our systems in the workplace, and Safety training as standard.





LE PARFAIT

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Clyde NSW 2142

VIC OFFICE

1/2 Mary Street
Springvale VIC 3171

WA OFFICE

17 Wotan Street
Baldivis WA 6171

SA OFFICE

1/45 Maesbury Street
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QLD OFFICE

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