Bloom Ivy

Corporate Capability Statement

Commercial Cleaning | Green Infrastructure | Property & Grounds Maintenance

Maintaining Places. Creating Opportunity.



Canberra | Sydney | Melbourne | Brisbane | Perth | Darwin

Bloom Ivy Pty Ltd | ABN 45 681 392 245

info@bloomivy.com.au



WHO WE ARE

Facilities services with commercial discipline and social purpose.

Bloom Ivy is an Australian facilities services company delivering commercial cleaning, green infrastructure and property and grounds maintenance.

We work with organisations that expect their facilities partner to understand more than the task itself.

They expect:

- Reliable Service Delivery
- Safe Work Practices
- Prepared and Appropriately Trained Personnel
- Service Continuity
- Clear Accountability
- Quality Assurance
- Responsive Management
- Transparet Reporting

Bloom Ivy is being built around those expectations.

Alongside our commercial services, we are developing a responsible employment model designed to create sustainable work for people who have experienced barriers to workforce participation.

Our principle is simple:

Performance makes the impact possible.

Our social purpose does not replace commercial standards. It depends on our ability to meet them.

OUR PURPOSE

To maintain places well and create opportunities through the work required to do it.

OUR OPERATING PRESENCE

Canberra | Sydney | Melbourne | Brisbane | Perth | Darwin

Our multi-city presence supports local workforce development, client relationships and future multi-site service delivery.



CORE CAPABILITIES

COMMERCIAL CLEANING

Cleaning is an operational service, not a commodity.

Bloom Ivy develops site-specific cleaning programs around the environment, occupancy, operating hours, access, risks and service expectations of each facility.

CAPABILITIES INCLUDE:

- Routine commercial cleaning
- Offices and administration areas
- Public and common areas
- Bathrooms and amenities
- Kitchens and staff facilities
- Hard-floor care
- Carpet care
- Internal glass
- High-touch surfaces
- Waste and recycling transfer
- Consumable replenishment
- Periodic intensive cleaning
- Event cleaning
- Approved responsive cleaning
- Specialised environments subject to assessment, training and appropriate controls

Services can be delivered against agreed schedules, frequencies, quality requirements and reporting arrangements.

GREEN INFRASTRUCTURE

Maintaining the living assets within the built environment.

Bloom Ivy's origins are in green infrastructure, and it remains a core part of our facilities capability.



SERVICES INCLUDE:

- Indoor plant maintenance
- Plant-health monitoring
- Watering and feeding
- Pruning and presentation
- Garden-bed maintenance
- Weeding and edging
- Mulching
- Courtyard maintenance
- Seasonal maintenance
- Irrigation observation
- Green-waste management
- Community and sensory garden maintenance
- Condition reporting

PROPERTY & GROUNDS MAINTENANCE

Maintaining the spaces around the building.

- Grounds presentation
- Garden maintenance
- Entrances and courtyards
- External cleaning
- Pressure cleaning
- Hard-surface presentation
- Waste areas
- Outdoor furniture
- Seasonal works
- Property presentation

Where specialist licensing or expertise is required outside Bloom Ivy's internal capability, appropriately qualified providers can be engaged rather than that capability being misrepresented as in-house.

HOW WE DELIVER

Good service is designed before it is delivered.

Bloom Ivy uses a structured service lifecycle to establish accountability from assessment through ongoing delivery.



UNDERSTAND
We assess the site, scope, operating environment, access, risks, stakeholders and existing service challenges.

PLAN
We define tasks, frequencies, personnel, labour requirements, equipment, materials, WHS controls, supervision, quality assurance and reporting.

MOBILISE
Personnel, equipment, inductions, access requirements, site procedures and reporting systems are prepared before commencement.

DELIVER, SUPERVISE & VERIFY
Services are delivered against the agreed schedule. Completion is recorded where required, service quality is monitored and identified issues are assigned for corrective action.

REPORT & IMPROVE
Performance is reviewed against agreed requirements, with issues, trends and improvement opportunities incorporated into ongoing service delivery.

THE BLOOM IVY STANDARD



SITE-SPECIFIC

We build the service around the site rather than forcing the site into a generic model.



TRAINED

Personnel are inducted and prepared for their assigned responsibilities.



SUPERVISED

Service quality is actively managed rather than assumed.



DOCUMENTED

Relevant schedules, inspections, incidents, issues and corrective actions can be recorded.



RESPONSIVE

Issues are escalated, assigned and followed through to resolution.



ACCOUNTABLE

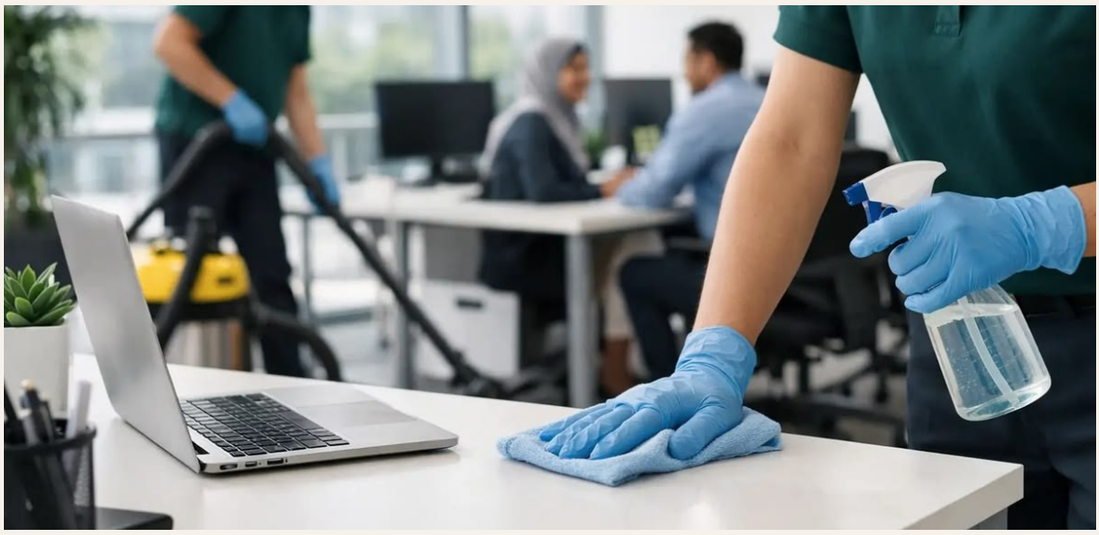
There is clear responsibility for the contract and its outcomes.

Good facilities management should be almost invisible. The environment simply works.

MOBILISATION, CONTINUITY & QUALITY

READY BEFORE DAY ONE

Contract mobilisation is treated as an operational process, not simply a commencement date.



DEPENDING ON THE CONTRACT, MOBILISATION MAY INCLUDE:

- Site and scope validation
- Workforce allocation
- Relief planning
- Site-specific risk assessment
- Personnel screening
- Inductions and training
- Equipment allocation
- PPE
- Chemical and material requirements
- Access, keys and security procedures
- Service schedules
- Quality checklists
- Reporting arrangements
- Client escalation contacts

First 30 Days

New contracts can receive increased oversight during the initial operating period.

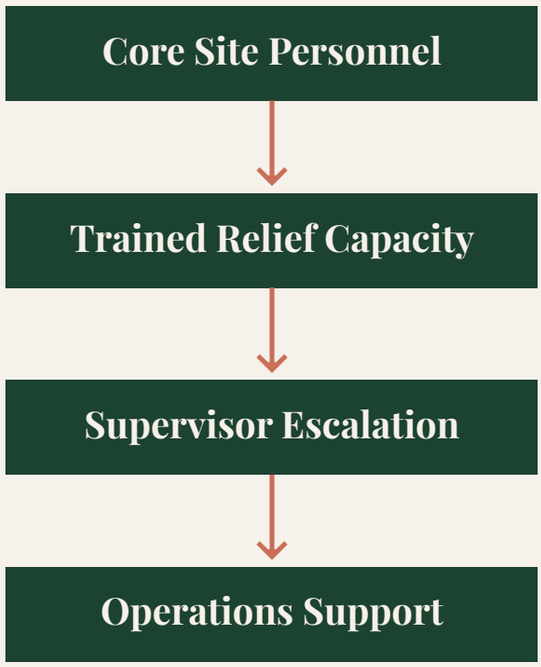
Early inspections, client feedback, workforce feedback and service information are used to identify and resolve mobilisation issues before they become recurring problems.

SERVICE CONTINUITY

Reliable service requires backup.

Facilities services cannot depend on one individual being available.

Bloom Ivy's continuity model is designed around:



Site knowledge is supported through documented scopes, procedures, training and supervision.

The objective is straightforward:

Protect service delivery when circumstances change.

QUALITY SHOULD LEAVE EVIDENCE

Our quality approach is based on verification rather than assumption.



The level of quality control and reporting is tailored to the requirements and risk profile of each contract.

SAFETY, GOVERNANCE & ENVIRONMENT

BUILT TO BE ACCOUNTABLE

Institutional facilities contracts require effective management of people, safety, quality, information, risk and documentation.

Bloom Ivy's operating framework is being developed around these responsibilities.

WORK HEALTH & SAFETY

Depending on the work and site, controls may include:

- Site-specific risk assessments
- Hazard identification
- SWMS where required
- Chemical management
- Safety Data Sheets
- PPE requirements
- Manual-handling controls
- Equipment inspection
- Incident and hazard reporting
- Emergency procedures
- Lone-worker controls where relevant
- Site-specific induction
- Supervisor oversight
- Corrective action



PEOPLE & SECURITY

Depending on contractual requirements:

- Identity verification
- Australian work-right verification
- Employment documentation
- Role-specific induction
- Site-specific induction
- Training records
- Police screening where required
- Working with Children or Working with Vulnerable People screening where required
- Security and access requirements
- Confidentiality obligations
- Code of conduct

QUALITY & GOVERNANCE

Our supporting framework includes or is being developed across:

- Quality assurance
- Complaint management
- Corrective action
- Continuous improvement
- Privacy
- Confidentiality
- Conflict-of-interest management
- Record keeping
- Ethical employment
- Environmental practices

Relevant documentation can be provided during procurement and vendor due-diligence processes.

ENVIRONMENTAL RESPONSIBILITY

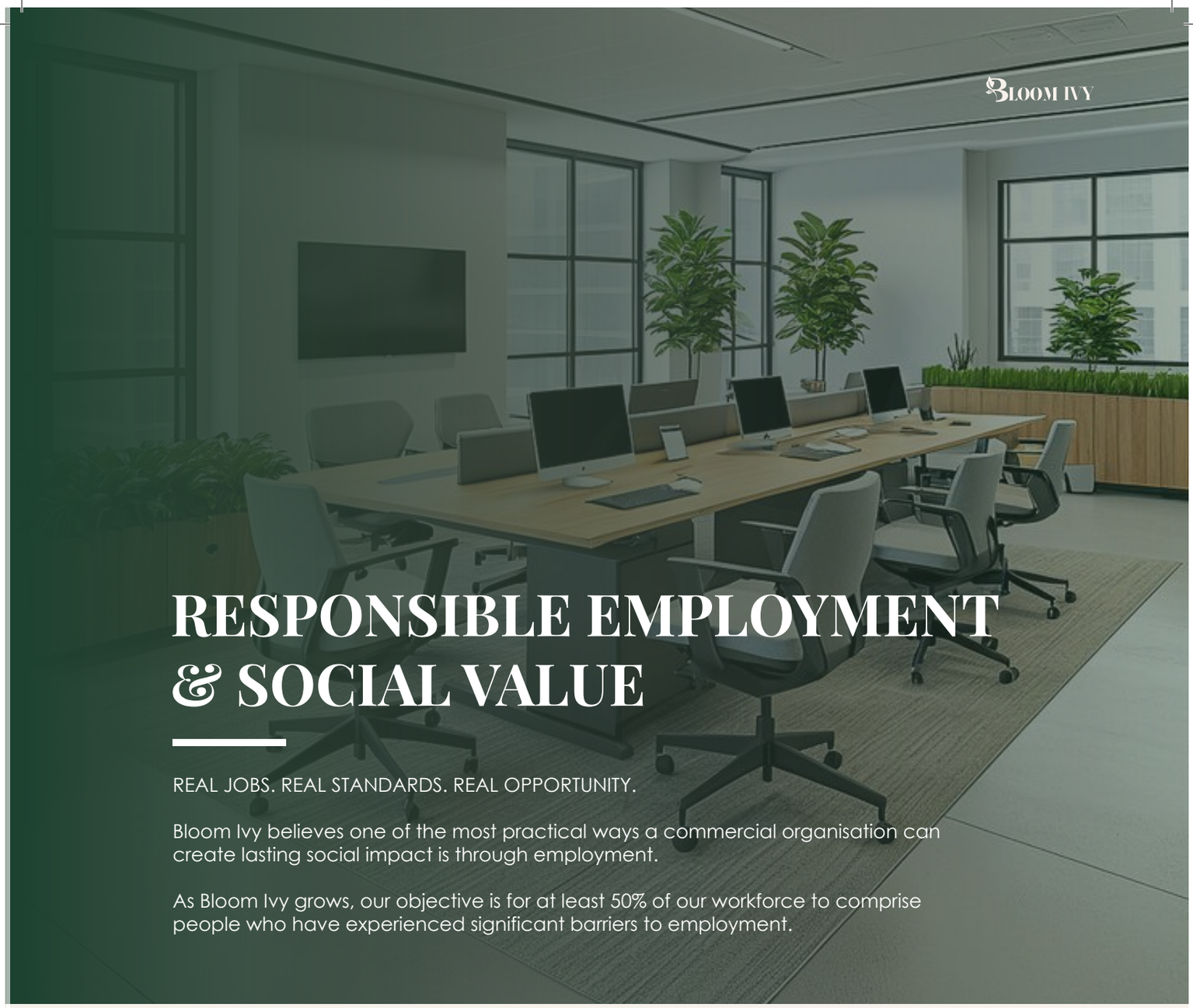
Practical environmental management.

Depending on the contract, our approach may include:

- Responsible chemical selection
- Controlled chemical dosing
- Waste-stream separation
- Recycling practices
- Responsible consumable procurement
- Reduced waste where practical
- Water-conscious cleaning
- Water-conscious green maintenance
- Green-waste management
- Equipment lifecycle management

Relevant documentation can be provided during procurement and vendor due-diligence processes.





RESPONSIBLE EMPLOYMENT & SOCIAL VALUE

REAL JOBS. REAL STANDARDS. REAL OPPORTUNITY.

Bloom Ivy believes one of the most practical ways a commercial organisation can create lasting social impact is through employment.

As Bloom Ivy grows, our objective is for at least 50% of our workforce to comprise people who have experienced significant barriers to employment.

This may include:

- People with disability
- Aboriginal and Torres Strait Islander people
- Survivors rebuilding their lives following domestic and family violence
- Migrants and refugees experiencing employment barriers
- People experiencing long-term unemployment
- Young people facing barriers to their first meaningful job
- Mature workers returning to employment
- Other people experiencing significant workforce exclusion

RESPONSIBLE EMPLOYMENT

We do not create artificial jobs to demonstrate impact.

We create commercially necessary jobs and broaden who gets the opportunity to succeed in them.

Our employees undertake real work for real clients and are expected to meet the requirements of their roles.

Bloom Ivy aims to support success through:

- Fair and lawful remuneration
- Clear responsibilities
- Structured onboarding
- Practical workplace training
- Safe work
- Appropriate supervision
- Reasonable workplace adjustments
- Respectful management
- Opportunities to increase skills and responsibility
- Career progression

Same professional standards. More equitable pathways to reaching them.

EMPLOYMENT PARTNERSHIPS

Bloom Ivy is building relationships with organisations that help bridge the gap between capable people and sustainable employment.

These may include:

- Disability employment organisations
- Employment service providers
- Settlement and migrant services
- Aboriginal and Torres Strait Islander employment organisations
- Domestic and family violence support organisations
- Community and housing organisations
- Youth employment services
- Training organisations
- Government and community referral networks

Where appropriate, these partnerships can support candidate referral, workplace preparation, job coaching, reasonable adjustments, retention and career development.

Bloom Ivy remains the employer and retains responsibility for employment decisions and workplace obligations.

MEASURING SOCIAL VALUE

As our workforce develops, Bloom Ivy intends to measure relevant outcomes including:

- **People employed**
- **Paid employment hours created**
- **Wages paid**
- **Training hours**
- **Employment retention**
- **Increased working hours**
- **Career progression**
- **Internal promotions**
- **Longer-term employment outcomes**

We will report what happened, not manufacture an impact story around what we hoped would happen.

WHY BLOOM IVY

A facilities partner designed for long-term performance.

01

SITE-SPECIFIC DELIVERY

Services are structured around the operating requirements of each facility.

02

ACCOUNTABILITY

Clear responsibility from mobilisation through ongoing service delivery.

03

SERVICE CONTINUITY

Workforce planning, relief capacity and escalation are designed to protect service delivery.

04

QUALITY ASSURANCE

Performance is monitored, issues are identified and corrective actions can be tracked.

05

RESPONSIVE MANAGEMENT

Operational issues are dealt with by people responsible for resolving them.

06

MULTI-SERVICE CAPABILITY

Cleaning, green infrastructure and property maintenance can operate independently or as a coordinated service.

07

RESPONSIBLE EMPLOYMENT

Facilities expenditure can contribute to meaningful employment outcomes without lowering service expectations.

08

MULTI-CITY PRESENCE

Operating presence across Canberra, Sydney, Melbourne, Brisbane, Perth and Darwin

OUR COMMERCIAL COMMITMENT

We will not intentionally under-resource a contract to win it.

Facilities contracts fail when price, workforce and service expectations are disconnected.

Bloom Ivy assesses opportunities against the actual labour, supervision, equipment, compliance and management required to deliver the agreed outcome.

Our objective is not simply to win contracts.

It is to retain them because the service works.



PROCUREMENT & VENDOR DUE DILIGENCE

Bloom Ivy can provide relevant supporting information for procurement processes, including applicable:

- **Corporate documentation**
- **Insurance certificates**
- **WHS policies and procedures**
- **Risk-management documentation**
- **Quality procedures**
- **Environmental policies**
- **Workforce policies**
- **Privacy and governance documentation**
- **Mobilisation methodology**
- **Social-impact framework**

CONTACT BLOOM IVY

Let's understand your site.

For tender opportunities, procurement enquiries, vendor assessments and service requirements:

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- Green Infrastructure
- Property & Grounds Maintenance
- Integrated Facilities Support

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