



Commercial & Specialist Cleaning Solutions

ON TIME. ON BUDGET. ON SPEC.



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Who We Are

More than just a cleaning company.

A Progressive, Performance-Driven Cleaning Partner

Reliable. Accountable. Scalable.

Spec Services is a nationally expanding commercial and specialist cleaning organisation delivering structured, technology-enabled solutions across Australia.

More than just a cleaning company, we are a **progressive, triple-accredited services partner** capable of delivering complex commercial cleaning solutions, driven by strong governance, a people-first culture, and a commitment to sustainability, innovation and community.

Founded in 2014, we have grown from a local operation into a trusted services partner supporting complex, high-compliance and multi-site environments. Our approach combines disciplined systems, proactive asset management and measurable service performance.

Unlike traditional cleaning providers, we approach cleaning as a performance function rather than a labour service.

Through structured specifications, advanced equipment integration and real-time reporting, we reduce operational risk, optimise cost and protect assets.

As we expand nationally, we remain grounded in a strong local community focus, hiring locally, investing in people and building long-term client partnerships.



Leadership & Governance

Experienced Leadership. Disciplined Oversight.

Spec Services is guided by a leadership team that combines entrepreneurial vision with seasoned executive governance.

Katie Hale, Managing Director

Founder and Managing Director, Katie Hale has led Spec Services' growth from a local operation into a nationally expanding, female-led organisation independently recognised for operational excellence and sustainable performance.

Katie's leadership philosophy centres on:

- Building a values-driven, inclusive culture
- Delivering structured, accountable service models
- Investing in technology-led innovation
- Expanding nationally while maintaining local community engagement

Her strategic vision is clear: to scale responsibly across Australia while protecting service standards, empowering people and embedding sustainability into every layer of the business.

David Pollock, Chairperson

Brings over 20 years of CEO-level experience leading and scaling cleaning and facility service businesses across Australasia. Throughout his career, David has:

- Led large, multi-regional operations
- Scaled organisations employing over 1,500 staff
- Driven operational transformation and governance maturity
- Delivered disciplined financial oversight and strategic growth

His experience strengthens Spec Services' governance framework, risk management approach and national scalability, ensuring growth is supported by strong executive oversight and operational discipline.



Our Values

The Principles that Drive Us

Our values shape how we operate, how we lead and how we grow.

Deliver with Discipline.

We do what we say we will do. Through structured systems, strong supervision and clear accountability, we deliver consistent, high-quality outcomes safely and efficiently.

On time. On budget. On Spec.



Own the Outcome.

We act quickly, solve problems decisively and take responsibility for results. Responsive service, transparent communication and performance accountability build long-term trust with our clients.



Big Impact. Small Footprint.

We integrate responsible resource management, efficient equipment and smart technology to deliver measurable results while reducing environmental impact.



People Powered. Technology Enabled.

We invest in training, development and inclusive leadership, while leveraging robotics, advanced equipment and real-time reporting systems to enhance efficiency, safety and service transparency.



Our Commitment

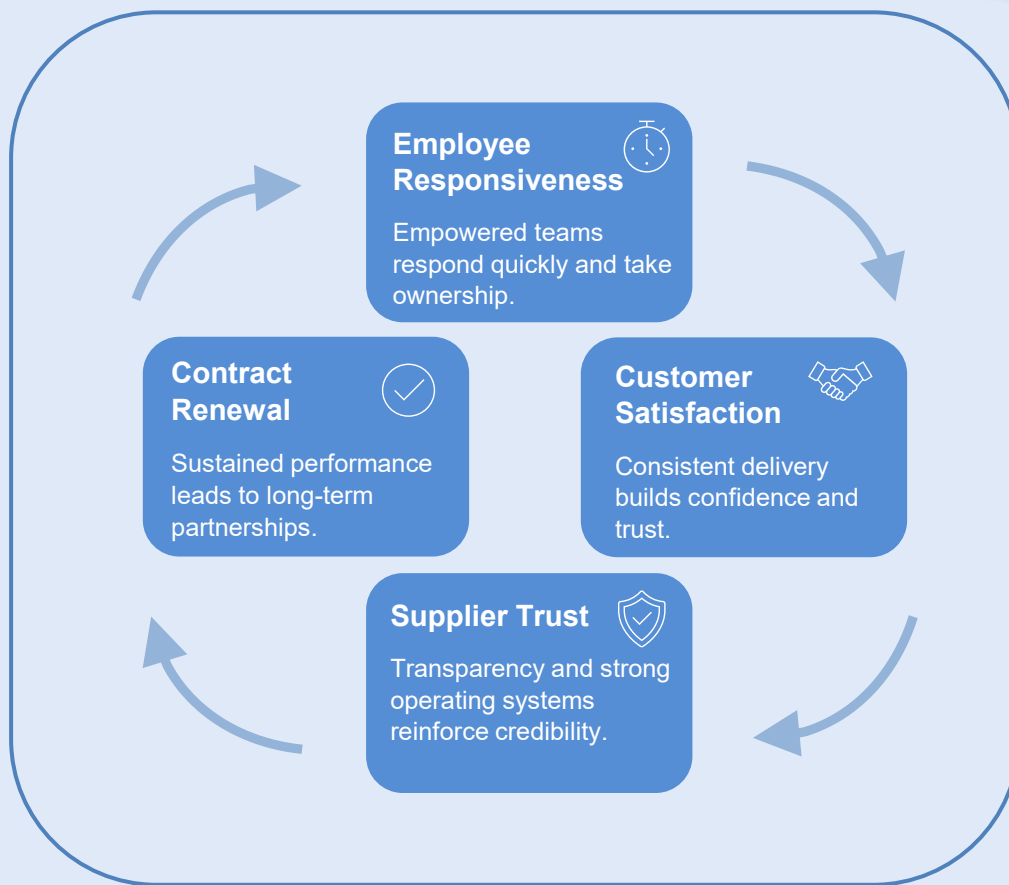
Reliable. Accountable. Sustainable. Forward-Looking.



Our Values in Action

Our Performance Cycle

How our values drive commercial outcomes.



The strength of Spec Services lies in our disciplined performance cycle. This structured approach underpins our stability, growth and client retention.



Industry Recognition & Partnerships

We are proud to be recognised by industry and business organisations for our commitment to leadership, inclusion, workplace excellence and strong governance.

2025 National Gender Equity Awards Finalist

Recognising measurable progress in pay equity, leadership diversity and inclusive workplace practices.



2024 Telstra Best of Business Awards (ACT)

“Accelerating Women” State Winner and National Finalist, recognising leadership and impact in advancing women in business and leadership.



2024 Avetta Diversity Leader

Recognition for workplace inclusion, reflecting our commitment to diversity, equitable employment practices and an inclusive workplace culture.



Trusted Partnerships

Spec Services is proud to support a range of valued clients across Australia, partnering with organisations that rely on consistent, high-quality cleaning solutions to support their operations.



The Spec Services Difference

Spec Services doesn't just clean facilities.
We protect assets, optimise performance and deliver sustainable value.

Many cleaning providers deliver tasks. Spec Services delivers outcomes.

Governance-Backed Delivery

Operating under triple ISO-accredited management systems, we deliver structured, auditable and compliant services that reduce operational risk and ensure consistent performance across every site.



Technology-Enabled Efficiency

We integrate robotics, advanced equipment and real-time supervision reporting to increase productivity, enhance safety and improve service transparency. Driving smarter, more cost-effective outcomes.



Proactive Asset Management

Through Programmed Periodical Cleaning and structured lifecycle planning, we shift cleaning from reactive expense to strategic asset protection. Extending asset life and reducing long-term costs.



Accountable, Responsive Teams

Our trained teams take ownership, resolve issues quickly and operate under clear supervision frameworks, ensuring minimal disruption and measurable service reliability.



National Capability. Local Commitment.

As we expand across Australia, we maintain a strong local community focus. Hiring locally, developing talent and supporting regional supply chains while delivering nationally consistent standards.



Sustainability Embedded

Responsible resource management, efficient systems and environmental oversight ensure we deliver big impact with a smaller footprint.



Our Capability

Spec Services delivers professional commercial and specialist cleaning solutions aligned to the operational, compliance and presentation standards of modern facilities.

Our structured, technology-enabled cleaning programs are designed to reduce cost, improve operational efficiency and protect valuable assets, all underpinned by strong governance frameworks and triple ISO-accredited management systems across Quality, Environmental and Workplace Health & Safety.

Unlike traditional cleaning providers, we approach cleaning as a performance function rather than a labour service.

Through proactive asset lifecycle planning, robotics integration, advanced equipment and real-time supervision reporting, we optimise service delivery, improve safety outcomes and drive sustainable results.

More than a cleaning company, Spec Services is a trusted services partner. Delivering reliable, accountable and sustainable outcomes at scale.

Who we work with

We deliver tailored solutions across:

- Commercial Properties
- Data Centres
- Education Facilities
- Government Facilities
- Healthcare and Medical Centres
- Hospitality and Commercial Kitchens
- Mass Transport
- Private Hospitals
- Sporting Clubs and Community Venues

Our sector experience enables us to align specifications with compliance requirements, safety standards and asset protection priorities.



Our Services

We deliver structured, performance-driven commercial cleaning solutions that protect your assets, enhance presentation standards and support operational continuity.

Core Commercial Cleaning Services

We provide structured daily and routine cleaning services including:

- Office and amenities cleaning
- Common-area cleaning
- Hygiene and touchpoint cleaning
- Washroom and consumables management
- External presentation services

Each site operates under a documented, agreed specification, ensuring clarity, accountability and service transparency.

Programmed Periodical Cleaning (PPC)

Our PPC framework shifts cleaning from a reactive expense to a proactive asset management approach.

Programs are delivered on an annual, bi-annual, quarterly or tailored cycle, based on site-specific needs, risk profile, budget strategy and asset lifecycle management objectives.

Services may include:

- Specialist floor care, restoration and protective treatments
- High access and technical cleaning
- Window cleaning (internal and external)
- Hardscape and external surface cleaning
- Carpet and fabric maintenance
- Basement and carpark cleaning
- Grounds maintenance and environmental presentation

A structured PPC program delivers measurable value by extending asset life, protecting capital investment, reducing emergency or reactive maintenance costs, and enhancing presentation standards and brand perception.

Specialist & Emergency Services

Unplanned events require an immediate, controlled response.

We provide expertise in:

- Graffiti removal
- Flood remediation
- Rapid response cleaning

Mobilisation protocols and trained teams ensure minimal disruption and fast restoration of operational continuity.



How We Deliver

How we deliver is as important as what we deliver. Underpinned by governance, innovation and a culture of accountability.

Powered by People & Technology

We combine skilled, local teams with smart technology to deliver better outcomes at an optimised cost.

- Robotics and advanced equipment to increase productivity, improve consistency and reduce manual handling risks
- Real-time supervision and reporting systems for full visibility of work completed and fast issue resolution

Our philosophy is simple: technology enhances performance and empowers our people; it doesn't replace them.

Cost Optimisation Framework

We understand that cleaning is a significant operational cost, and we treat your budget with the same care as we treat your buildings.

Our cost-optimisation approach focuses on removing waste, not cutting corners, so you receive reliable, high-quality cleaning at a sustainable price point.

We actively identify efficiencies through:

- Specification alignment reviews
- Consumable optimisation
- Feminine hygiene cost efficiencies
- Structured supervision and reporting
- Programmed periodical scheduling
- Sustainable resource management

Our focus is on delivering better outcomes at an optimised cost.

Quality, Safety & Sustainability

Sustainability and safety are embedded within our ISO-governed systems.

We operate through:

- Structured site mobilisation processes
- Documented cleaning plans and audit cycles
- Risk-managed work practices
- Safe chemical and equipment handling
- Waste minimisation strategies
- Energy-efficient equipment use

Big impact. Small footprint.



Risk Management & Compliance

Risk management is embedded in our operations, supported by structured systems and ISO-accredited processes that ensure compliant, reliable service delivery.

Governance & System Controls

We operate under triple ISO-accredited management systems covering:

- ISO 9001 – Quality Management
- ISO 14001 – Environmental Management
- ISO 45001 – Workplace Health & Safety

These systems provide documented procedures, audit mechanisms and continuous improvement processes that reduce operational risk and ensure regulatory compliance.

Workplace Health & Safety

Safety is a non-negotiable priority.

We implement:

- Site-specific risk assessments
- Safe Work Method Statements (SWMS)
- Chemical and equipment handling protocols
- PPE compliance
- Ongoing workforce safety training
- Incident reporting and escalation procedures

Our approach minimises workplace incidents while protecting client assets and personnel.

Operational Risk Controls

To ensure continuity and performance integrity, we maintain:

- Structured site mobilisation processes
- Clear service specifications
- Supervision and audit programs
- Real-time reporting and issue tracking
- Contingency planning and escalation frameworks

This disciplined approach reduces service disruption and ensures accountability at every level.

Regulatory & Environmental Compliance

We maintain compliance with relevant legislation, environmental obligations and industry standards through:

- Responsible chemical management
- Waste minimisation programs
- Environmental monitoring practices
- Documented compliance reporting

Our sustainability model supports regulatory adherence while reducing environmental footprint.

Continuous Improvement

Risk management is supported by:

- Scheduled internal audits
- Performance reviews
- Corrective action processes
- Client feedback integration
- Ongoing training and development

Ensuring our service model evolves alongside client expectations and regulatory requirements.



People First

Our people are central to how we deliver, and through initiatives such as Spec Indigenous, we are committed to creating meaningful employment opportunities, strengthening communities and building an inclusive workforce.

Our success is built on empowered people, strong teams and a culture that prioritises growth, safety and inclusion. Our people drive our performance.

We invest in:

- Career pathways and structured development
- Inclusive leadership practices
- Workforce training and safety compliance
- Local hiring and community engagement

As we expand across Australia, we maintain a strong local community focus, hiring locally, developing local talent and supporting local supply chains.

Spec Indigenous

Creating Opportunity. Strengthening Communities.

Through Spec Indigenous, Spec Services is committed to creating meaningful employment opportunities and supporting long-term participation for Aboriginal and Torres Strait Islander peoples within our workforce and supply chain.

This initiative reflects our broader commitment to inclusive employment, community engagement and sustainable workforce development.

Guided by our Reconciliation Action Plan (RAP), Spec Indigenous helps strengthen local communities, support Indigenous participation and ensure our growth across Australia delivers positive social impact alongside strong service outcomes.



Our Commitment to You

Partnering with Spec Services means working with a team committed to delivering reliable, accountable and high-quality outcomes that support your operational needs.

When you partner with Spec Services, you can expect reliable, structured and accountable service delivery aligned to your operational standards and business priorities.

We provide clearly defined specifications, consistent and well-trained teams, proactive supervision and transparent reporting so you always have visibility of performance across your sites.

Our technology-enabled approach and disciplined systems ensure services are delivered efficiently, safely and with minimal disruption to your operations.

Above all, you can expect responsive communication, strong governance oversight and a long-term partnership focused on protecting your assets, maintaining high presentation standards and delivering measurable value.

We welcome the opportunity to conduct a site walkthrough and provide a structured proposal aligned to your operational, compliance and budget objectives.

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**Let's build a smarter, more sustainable cleaning solution
for your organisation.**