



**BIC  
Consolidated**

**Customer Focused.  
Performance Driven.**

**Capability Statement**

# Welcome to BIC Consolidated

**In 2024, two of Australia's largest property service suppliers, BIC and Consolidated, merged to create a stronger, more sustainable future for our people and partners.**

By combining the strengths of these two legacy companies, BIC Consolidated is now better positioned than ever to invest in technology and sustainable practices. This allows us to deliver innovative, reliable, and efficient cleaning services that provide meaningful value to our customers.

We exist to be a national leader in property services, making a positive impact on the Australian property sector.



# Industry Leading Excellence

As one of Australia's largest commercial cleaning and property service providers, BIC Consolidated sets the benchmark for service excellence, reliability, and innovation.

With over 50 years of expertise and a high contract retention rate, we have a proven track record of delivering quality outcomes for our partners.



# Proud Australian Employer

We are a proud Australian employer, leading the industry in ethical employment, governance, and workforce well-being.

Our 100% direct employment model ensures fair pay for fair work, with full compliance with Fair Work standards and modern awards. All profits are reinvested into the Australian economy through employment and our commitment to innovation and technology.

With over 4,000 customer sites attended daily, we bring unmatched operational scale, local knowledge, and service consistency to every project.



# Sectors

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BIC Consolidated is a truly national partner working across multiple property sectors:



# What Sets Us Apart?

At BIC Consolidated, we pride ourselves on being a dependable partner, providing reliable support to the Australian property sector. Our commitment to delivering genuine value is built on the following key pillars:



**Proven Service Delivery Model**  
We provide a consistent, ethical approach nationwide that is fully compliant with Australian laws and legislation.



**Unmatched Expertise**  
With over 50 years of experience we bring industry-leading knowledge, a proven track record, and an unwavering commitment to excellence.



**Our People**  
Our people are highly valued contributors to our success. Our industry-leading staff retention rates reflect our investment in the long-term growth of our people.



**Seamless Services**  
From cleaning and security to guest services and maintenance, our consolidated operations enhance efficiency, drive cost savings, and elevate the experience for your tenants.



**Market-Leading ESG**  
Sustainability isn't just a goal; it's embedded in our operations through our robust ESG operations and reporting systems.



**Stability and Long-Term Value**  
We are financially strong, ensuring sustainable value for our partners and investment in our people.



**Innovative Tracking Technology**  
We are committed to providing seamless customer experiences through innovation and technology, such as our Interactive Customer Experience Platform (ICXP).



**Contractual Promises**  
Our contractual obligations are more than just agreements - they reflect our dedication to integrity, reliability, and consistently exceeding expectations.

When you work with BIC Consolidated, you're choosing more than a service provider - you're partnering with a team dedicated to your success.





# Proven Service Delivery Model



We provide a consistent, ethical approach nationwide that is fully compliant with Australian laws and legislation.

# Our People



**Our commitment to fostering a culture of excellence, accountability, and leadership defines BIC Consolidated.**

Unlike others in the industry, we go beyond standard practices by actively coaching, mentoring, and equipping our teams to become the next generation of industry leaders.

We achieve this by promoting from within, creating meaningful career pathways, and ensuring our people grow with us.

Our industry-leading staff retention rates reflect our investment in the long-term growth of our employees through:

- Comprehensive training and strong support systems, ensuring precision and care in service delivery.
- Protection under Fair Work principles, modern awards, and ethical employment practices.
- A 100% direct workforce.



# ESG



## Sustainability isn't just a goal at BIC Consolidated, it's embedded in our operations.

We are committed to helping our customers achieve improvements in their property NABERS ratings through:

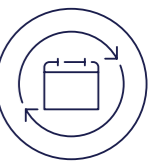
- A robust ESG reporting suite, including UNGC Communication on Progress and the Modern Slavery Statement.
- ESG training at every level to embed sustainability across our organisation.
- Performance-driven ESG KPIs for site teams.

- A steadfast commitment to Net Zero targets.
- BIC Consolidated has been awarded a Silver Medal, ranking us in the top 15% of all companies assessed in the past 12 months – this score places us in the 91st percentile globally.

We are also strong contributors to the community, and engage in multiple sponsorships, with the aim of creating a more responsible, inclusive, and sustainable industry, ensuring that our collective efforts leave a lasting positive impact on the communities we serve.

We achieve this through a number of social enterprise partnerships including: Two Good Co, the Indigenous Literacy Foundation, Kids Foundation, and the Property Industry Foundation.

# Technology



**Technology and innovation drives our service delivery program - we use technology and innovation to deliver value and improve the customer experience. From innovative tracking technology to seamless, one touch reporting, AI to aid in smart, real-time decision making, our innovative approach includes:**

- Technology to drive value and data-driven cleaning on demand.
- Advanced technology and intelligent systems to optimise workflows and ensure transparency.
- Interactive Customer Experience Platform (ICXP) providing real-time service tracking for visibility, efficiency, and performance assurance.
- IoT sensors monitoring asset usage for on-demand cleaning and optimised resource utilisation.
- Automated dispatch to instantly assign the nearest available employee to a service request.



# Unmatched Expertise



With over 50 years of experience we bring industry-leading knowledge, a proven track record, and an unwavering commitment to excellence.

# Seamless Services



**Seamless service delivery is at the core of everything we do. From contract execution to the teams on-site, every aspect of our operations is designed to work in perfect harmony.**

Whether you're connecting with our site teams, accounts, or management and support staff, you'll experience a truly integrated approach where every part of our business works together effortlessly.

We are greater than the sum of our parts—collaborating in a way that is smooth, efficient, and meaningful.



# Stability and Long-Term Value



**BIC Consolidated is a financially strong and resilient Australian company with a solid foundation for long-term success.**

Our stability and performance enable us to invest in growth, innovation, and opportunities that benefit our employees, and customers, local employment, and foster positive community engagement.

# Contractual Promises



**Our contractual obligations are more than just agreements - they reflect our dedication to integrity, reliability, and consistently exceeding expectations.**

We operate with absolute transparency, providing full visibility into every facet of our operations. From detailed reporting to open communication, we ensure honesty and trust at every step.

We achieve this through:

- Contractual Promises – We follow through on every commitment, exceeding expectations.
- Proven Service Delivery Model – A consistent, ethical, and compliant approach nationwide.
- Real-Time Reporting – The BIC Consolidated Gateway allows customers to track our performance.
- 100-Day Review – Every new contract includes a comprehensive review to optimise efficiencies.

# Our Valued Partners

**BIC Consolidated is proud to work with Australia's most premium commercial facilities, partnering with major property owners and investors.**

Our expertise in managing large, multi-site portfolios enables us to provide tailored solutions nationwide, covering metropolitan, regional, and remote areas.

We bring experience, talent, and a proven track record to deliver unmatched property services.



# Our Services

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Unlike traditional providers BIC Consolidated offers a comprehensive suite of services across multiple property sectors.

## Commercial Cleaning

With over 50 years of expertise, we set the benchmark for excellence, maintaining Australia's most prestigious properties. Our team meticulously cleans over 12.5 million square meters of commercial office space daily.

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## Retail Cleaning

We provide exceptional cleaning services to Australia's largest retail precincts, working closely with shopping centre teams to create safe, inviting environments that enhance customer experiences.

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## Waste Management and Recycling

Our tailored solutions help property owners achieve waste and recycling targets while enhancing tenant satisfaction and environmental responsibility.

With decades of experience in managing commercial waste, our data-driven systems and strategies make it easy to track and optimise performance.



## Integrated Services

BIC Consolidated offers a fully integrated suite of services—including cleaning, security, guest services, and maintenance—under one contract and one accountable team focused on customer service and delivery of one, cohesive service solution.

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## Maintenance Services

BIC Consolidated provide all building maintenance services, inclusive of specialist trades and professionals for planned, preventative and reactive works throughout Australia. We are customer focused, performance driven. We are committed to providing our clients with a professional, reliable, efficient, quality service at a competitive price. We are best placed to assist with all aspects of property maintenance, ensuring a seamless solution for residential, retail, Commercial and industrial assets.

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## Washroom hygiene services

We are a leader in washroom and hygiene services committed to delivering best-in-class solutions for property owners across Australia. We provide tailored, high-quality hygiene services that ensure clean, safe, and well-maintained facilities, helping you create a healthier environment for tenants, employees, and visitors. With our expertise and nationwide reach, we are best placed to support your properties with reliable, efficient, and cost-effective hygiene solutions.

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## Innovative Tracking Technology

Our proven Interactive Customer Experience Platform (ICXP) provides real-time service tracking, offering visibility, efficiency, and performance assurance. Currently delivering unparalleled transparency to over 40+ premium facilities nationally.



# Our Management Team

We have a team of industry leaders committed to delivering excellence. Our team's expertise, combined with a culture of accountability and innovation, ensures we provide the highest level of service.



**Tony Gorgovski**  
Group Chief Executive Officer



**Christopher Errington**  
Group Chief Operating Officer



**Jing Liu**  
Chief Financial Officer



**Tino Stanojevic**  
Chief Information Officer



**Nikki Gidney**  
Group General Manager - Sales



**Jamie Halfhide**  
Director - Strategic Client Partnerships



**Jorge Mariona**  
Managing Director



**Laurie Minto**  
General Manager ESG



**Clea Vazquez**  
Head of Risk Management

# Contact Us

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At BIC Consolidated, we are more than a service provider - we are your trusted strategic partner, dedicated to delivering seamless, ethical, and sustainable property services.

If you are looking to protect and enhance the value of your property, contact us today.

**Call: 1800 683 863**

**Email: [customer@bicconsolidated.au](mailto:customer@bicconsolidated.au)**

**Visit: [bicconsolidated.au](http://bicconsolidated.au)**



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