

# COMPANY PROFILE



**CNA**  
CLEANING SERVICES

Affordable, Reliable & Innovative  
Commercial, Industrial & Residential Cleaning Service



[www.cnacleaning.com.au](http://www.cnacleaning.com.au)



# THE MESSAGE FROM OUR FOUNDER



## We Believe in Relationships!

At CNA, our mission is to exceed your expectations. We are dedicated to delivering high quality services that instill confidence and ensure outstanding results.

The exceptional customer experience we provide is the cornerstone of our success in this competitive market.

Dear Valued Clients and Partners,

Welcome to CNA Cleaning Services Pty Ltd. Since our humble beginnings in Melbourne in 1994, we've been driven by a passion for excellence, earning a reputation built on quality, trust, and reliability.

Our journey over the past 30 years has seen us grow and expand our services across regions and states, all while staying true to the vibrant community of Melbourne's eastern suburbs.

Our success story is written with the support of our loyal clients and dynamic team. We've forged lasting partnerships, adapting to the needs of every organization, from innovative start-ups to established multinationals. Our dedicated employees bring stability and expertise to a wide range of facilities, all while taking conscious steps to protect our environment.

I invite you to discover the heart of CNA Cleaning Services—our people, our clients, and our unwavering commitment to excellence. Thank you for your continued trust and support.

Clarence Alexander  
Managing Director

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## OUR LEGACY

For over 30 years, CNA Cleaning Services has delivered integrated cleaning services across diverse sectors including industrial, commercial, banking, education, local government, and health. We maintain high standards and continually improve our services, leveraging extensive industry experience.



### Educational Cleaning Services

Our Panel Registration No. 941, together with our DEECD Accreditation, enables us to offer cleaning and maintenance services to Victorian Government Schools. We are committed to delivering exceptional service, maintaining high standards in environmental care and workplace safety.



### Triple ISO Certified Company

CNA Cleaning Services is recognized for quality, safety, and environmental standards with ISO certifications: ISO 9001: 2015, ISO 14001:2015, and ISO 45001:2018.



### Trusted NDIS Service Provider Reg. No. 4-HHQORWA

CNA Cleaning Services, a registered NDIS provider in Victoria, offers '0120 Household Tasks'. We provide efficient, eco-friendly, and cost-effective care.

## Our Vision

To be recognised as the most respected and sought after facilities management organisation in the industry.



## Our Mission

To **lead the industry** towards a **superior quality** of maintenance through the very **latest technology**.

To create a **hygienic and healthy environment** without ever compromising the beauty and **integrity of our earth**, forever keeping in mind those that follow.

To build a strong and **trusting partnership** with our clients, meeting the challenges of their evolving needs with care, **efficiency and professionalism**.



## OUR SERVICES

- General Cleaning and Maintenance
- Window Cleaning (Interior and Exterior)
- Floor Cleaning
- Floor Maintenance Services
- Carpet Cleaning
- Pressure Washing
- Detail Cleaning
- Provision of Consumables



## OUR INDUSTRIES



**Educational  
Cleaning  
Services**



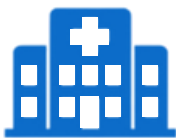
**Home Care  
Cleaning  
Services**



**Commercial  
Cleaning  
Services**



**Hospitality  
Cleaning  
Services**



**Healthcare  
Cleaning  
Services**



**Retail  
Cleaning  
Services**



**Industrial  
Cleaning  
Services**



**NDIS Cleaning  
Services**



**Airbnb  
Cleaning  
Services**



**Facility  
Cleaning  
Services**





Our diverse portfolio includes some of Australia's most recognizable brands. The variety of industries and high-profile organisations we serve is a testament to the exceptional quality of our services and contract management.









## OUR STAFF

At CNA Cleaning Services, our cleaning staff are essential to delivering comprehensive and thorough cleaning programs. We follow strict processes to ensure we employ suitable and qualified staff, including mandatory security vetting such as Police Checks and Working with Children Cards. Each contract has a designated leading hand responsible for ensuring compliance with specifications.

We also consider employing your current cleaning staff, provided they meet our training and policy standards, to support the local economy. Our ongoing internal training program aligns with Best Practice procedures and keeps our staff updated on new and innovative cleaning methods. Additionally, we encourage staff to pursue part-time external studies in Asset Maintenance, covering all study-related costs.

## Real time monitoring application



## HOW WE WORK?

The use of our detailed induction process/training at the commencement of any employment with CNA Cleaning Services establishes a benchmark for the use of safe work practices to be utilised which we believe helps to eliminate industrial risk.

The policies and procedures listed below also guide our staff in minimizing industrial risks:

- Fatigue Management
- Employee Satisfaction
- Working in Heat
- Working Alone
- Employee Satisfaction Survey
- Hazard Identification & Risk Assessment

## COMMUNITY SERVICE

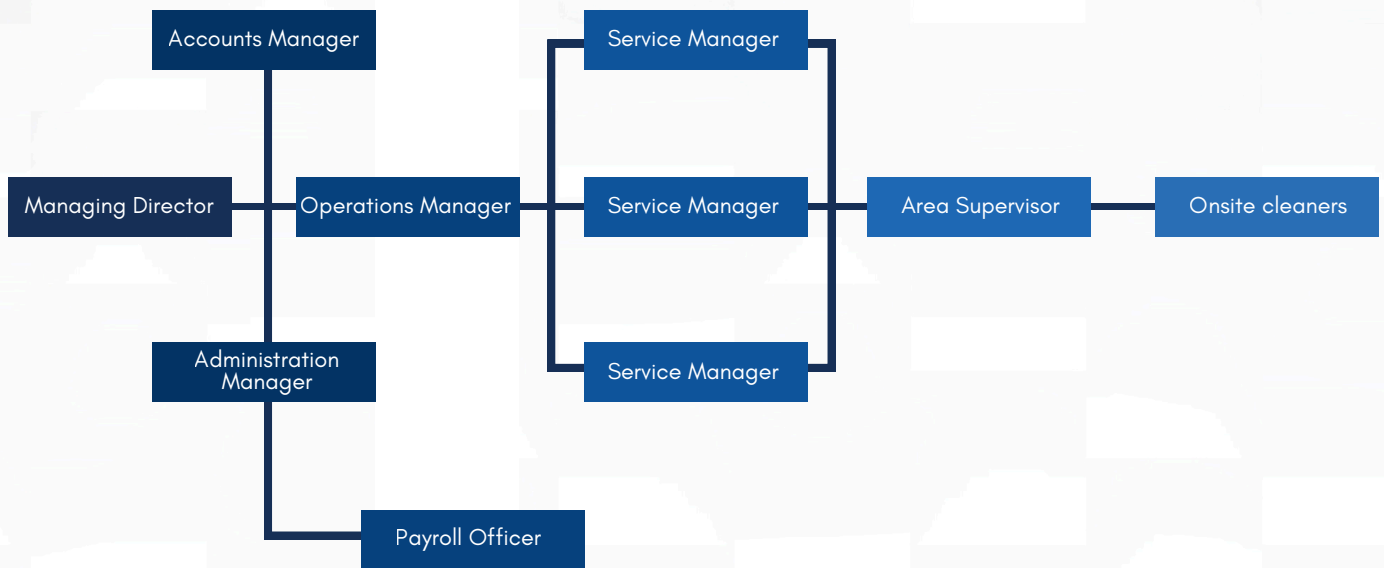
CNA believes that supporting local communities is vital for their growth and ultimately benefits its members.



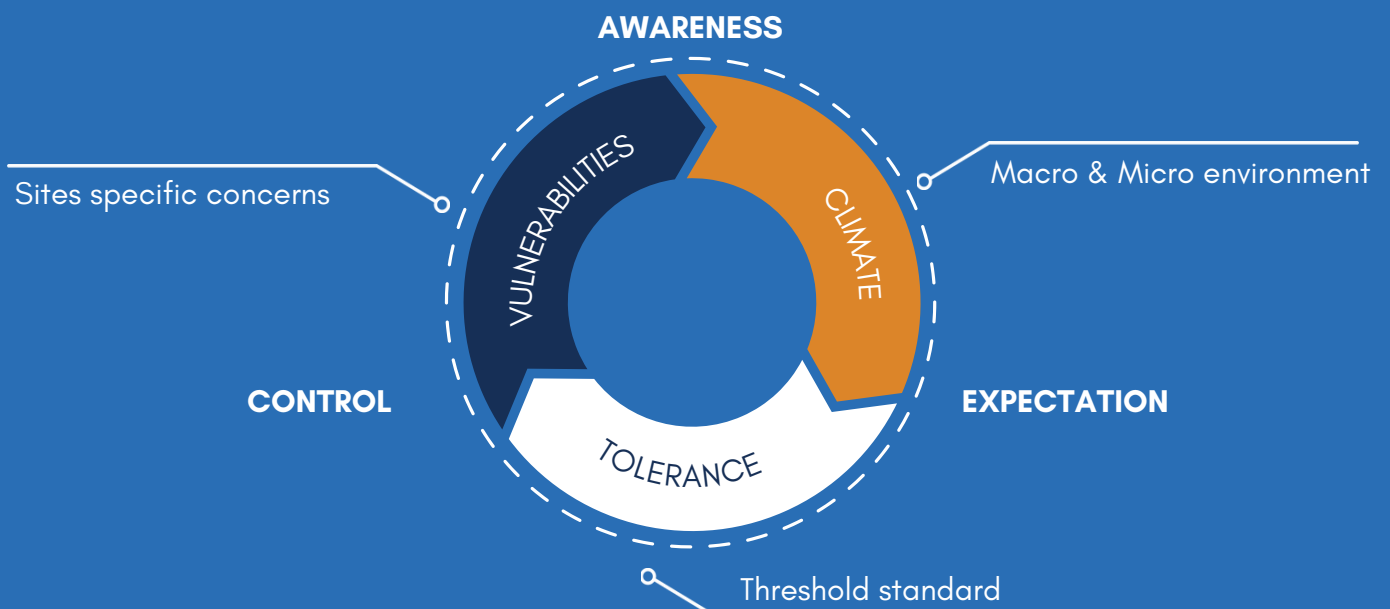


## HOW WE LEAD

Our company hierarchy is designed to ensure the highest quality service delivery. With a clear and structured organisational framework, we can effectively manage tasks, streamline communication, and uphold our standards of excellence!



## HOW WE PLAN?



# COMPANY CERTIFICATIONS



## ISO 9001 : 2015 Quality Management



We adhere to ISO 9001 Quality Assurance Standards through a quality system managed by internal, documented processes. These systems are regularly reviewed according to our policies. Please refer to CD 01 - Quality Policy Statement on our website.

[click to read on our website>>>](#)



## ISO 14001 : 2015 Environmental Management



We are using environmentally friendly cleaning products including consumables, equipment and chemicals that are less harmful to the environment compared to standard alternatives. Please refer to CD 03 - Environmental Policy Statement on our website.

[click to read on our website>>>](#)



## ISO 45001 : 2018 Occupational Health and Safety



All cleaning duties undertaken are aligned to this standard. We consult with employees on OH&S issues and implement an OH&S Policy and a structured Induction Program to meet current safety requirements. Please refer to CD 02 - OHS Policy Statement on our website.

[click to read on our website>>>](#)



# COMPANY INSURANCES



Workcover Certificates of Currency



Public Liability Certificates of Currency



Professional Indemnity Certificate of Currency



Labour Hire Authority



NDIS Quality and Safeguards Commission

[click here to read more on our website>>>](#)



# CNA

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### Contact Us :

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Designed by

**RanaAds**  
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