

CMOS AT A GLANCE

We are a high performance commercial cleaning provider dedicated to supplying Property Managers, Facility Managers, and Office Managers in metropolitan areas with a robust and flexible cleaning service. Our mission is to reshape the cleaning industry toward a world-class experience for our clients.


Company Snapshot

- Established: 2012
- NZBN: 17672832423

 **650+ SITES**
Service depth

 **50+ NPS**
Happy clients

 **70+ ENPS**
Happy staff

 **NZD\$12 MIL+**
Annual scheduled cleaning revenue

Ethical Practices

Environmental

We have an environmental policy that we adhere to and environmentally friendly activities, including:

- Planting a tree for every new contract
- Using environmentally friendly cleaning products;
- Offsetting flight carbon emissions.

Cleaners you can trust

We empower and incentivise our staff. Providing opportunities to succeed through training and education benefits our goal of continuously motivating our large team of passionate cleaners.

CORE COMPETENCIES



Office Cleaning

- Medium sized premium offices
- CBD and metropolitan areas
- Hygiene, laundry, rubbish services



Common Area Cleaning

- Grade 'A' assets with premium tenants
- Daily cleaning of lobbies, stairwells, end-of-trip facilities
- One-off callouts
- Mirror, glass, and hard floor cleaning

DIFFERENTIATORS

1

Responsiveness

- "Same-day response or a coffee on us" brand promise
- SLA: 99% overnight resolution of cleaning issues and photos emailed to client before 9am the following day
- SLA: 90% of day-time callouts resolved within 90min

2

Consistency

- Best-in-class Account Management; single point of contact
- Dedicated quality assurance team
- Deep talent pool of cleaners to ensure continuity of service

3

Fairness

- All our cleaners are employees
- Volunteered for a Department of Labour audit
- Living Wage option offered to all clients (approximately 30% of clients have selected this option)

CURRENT CLIENT CASE STUDIES



"We have been utilising CMOS cleaning services since 2017. They are attentive and act quickly on any concerns we may have.

They provide excellent attention to detail to our cleaning requirements and if there is a one-off or special "outside the norm" job they are willing and able to help us out quickly without drama.

We highly recommend their services!"

CARLY BROWN

Crombie Lockwood

Get In Touch



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