

Capability Statement



About us

CMBM is a leading provider of commercial property services throughout Queensland. Proudly 100% Queensland owned and operated since 2005, we focus on creating clean and safe places for your business through quality cleaning, building, asset maintenance, and facility management services.

With offices throughout Queensland, and our head office based in Brisbane, CMBM has established a strong presence from the northern New South Wales coast up to Cairns, and inland to the Toowoomba and Rockhampton regions.



Why choose CMBM?

As a client, you benefit from excellent commercial cleaning, building and maintenance solutions from one of Queensland's most trusted and reputable property services providers. We strive to deliver exceptional service outcomes for your business with minimal disruption to your operations.

Dedicated Manager

We make it as easy as possible for you with a dedicated Client Service Manager or Project Manager to oversee your services. As your first point of contact, your service manager will ensure consistent service quality and address any urgent issues which may arise.

Service Offer

Our quality assurance includes regular audits, consistent reporting, and site checks to ensure our services meet the agreed scope and quality standard. If there is an urgent issue, we will aim to visit your site on the same day to review and resolve the matter. We will then do a follow-up visit the next day to confirm rectification.

Qualified For Your Business

We invest in maintaining our accreditation, compliance and prequalifications to enhance our service offerings, mitigate risk, and manage liability. Our qualifications include ISO Certifications, Queensland Government Prequalification Certification (PQC Level 3), and QBCC licensing.

Buying Power

We pass our company's buying power onto you as a client, with preferential rates on our entire suite of services.

30-Minute Call-Back

Your cleaning manager will call you back within 30 minutes to manage any unexpected issues.

Award-Winning Solutions

We have proudly won awards for our services, including 2019 and 2025 'Outstanding Cleaning Company of the Year' and 'Environmental Best Practice Company' at the BSCAA Qld Excellence Awards.

SERVICE GUARANTEE

- Make appropriate arrangements on the day of your call to visit you personally and to deal with your matter.
- Meet with the staff onsite to supervise their work and ensure that the matter is rectified. Implement a program to avoid recurrence.
- Visit your premises the following morning to conduct an inspection with you, and inform you of the measures implemented to resolve the matter.

CMBM are your 'one-stop-shop' service provider.



“

We provide a complete cleaning, and management solution to all sectors, while generating cost efficiencies and operational benefits for your business.”

Mark Hohn
Managing Director



Industries



Services

Cleaning

As a trusted partner for commercial cleaning, CMBM's exceptionally high client retention rate is a testament to our service quality. Starting with a thorough site assessment and tailored proposal, your cleaning services are managed by your dedicated Client Services Manager, who will provide personalised support, regular quality audits, and 30-minute call back service.

Our experienced cleaning professionals are trained in sustainable cleaning methods, microfibre equipment, and infection control. Additionally, our in-house reporting platform ensures accountability and transparency in your service delivery.

- Commercial
- Industrial
- Education/Childcare
- Hospitality
- Aged Care
- Retail
- Government & Council
- Health & Fitness

Asset Maintenance

Our Asset Maintenance division helps keep your premises safe and well-maintained. With preventative solutions to prolong the life of your assets and ensure compliance within your sector, combined with reactive support for unplanned issues, CMBM is available to assist when you need us.

- Full external building cleaning (including multi-rise)
- Hot and cold pressure washing
- Steam cleaning
- Non-slip flooring & protective coatings
- Strip and re-seal of vinyl floors
- Flood response (including water extraction & emergency restoration)
- Mould remediation
- Stadium cleaning
- Car park sweeping
- Cleaning and sealing of stone and tiles
- Grounds maintenance
- Window cleaning – including high glass
- Roof, gutter and downpipe cleaning
- Jet rodding/blocked drains
- Industrial make goods



Building Services

CMBM's building team specialise in projects for the commercial, education, retail and aged care industries.

Our focus is on making the process as easy as possible for you and your employees and customers.

Prioritising safety on every project, our expertise is reflected in the careful planning and management of your project, ensuring minimal disruption to your business operations.

- Refurbishments and renovations
- Fitouts and defits
- Demolitions
- Reconfigurations
- Extensions
- Project management
- Synthetic turf installation
- Commercial painting

Facility Management

Complementing our commercial cleaning, asset maintenance, and building services is our facility management offering. A cost-effective and efficient way to streamline the management of your premises, facility management helps you focus on the essential parts of managing your business while we manage your building's requirements.

- Onsite building caretakers
- Complete building management of common area cleaning, repairs, and maintenance
- Compliance management (including fire safety, HVAC, electrical, plumbing, access control, and lifts)
- Preventative maintenance plans
- Storm preparation management
- Resource audits to identify opportunities for cost reduction
- Repair & Maintenance Reports to assess hazards and identify solutions



Our Clients



Industry Associations



Quality, Safety and Environment

Prequalification & Professional Relationships

CMBM invest in maintaining our prequalifications and are certified in ISO 45001:2018 Safety Management Systems, ISO 9001:2015 Quality Management Systems, and ISO 14001:2015 Environmental Management Systems.

We are also pre-qualified on over 40 platforms used extensively in Queensland, including high compliance platforms such as Avetta, CM3 and Rapid Global.

CMBM also maintain a range of professional relationships and memberships, including Master Builders QLD, CCIQ and NSCA, and are QLD Government Prequalification Certified (PQC Level 3). This high level of engagement has CMBM ready to prepare, plan and meet your specific site requirements.

Quality Assurance & Legal Compliance

CMBM pride ourselves on maintaining current ISO accreditations, legislative compliance and prequalifications to meet client and job requirements. This process ensures that all statutory and regulatory compliance provisions are current and meet compliance checks prior to undertaking work. CMBM acknowledges that effective leadership, communication and personnel engagement are fundamental to our business model and are key to retaining our ongoing ISO accreditation. Therefore you can be assured of our ongoing and real commitment to driving continual quality assurance for all levels of our service delivery through staff, systems and service provision.



QBCC License Number: 1207108





Environment & Sustainability

CMBM are committed to maintaining the highest environmental standards, particularly in regards to compliance. Our ISO accredited management systems in safety, quality and the environment ensure that well developed work practices, controls and risk mitigation strategies are inherent in our daily operations.

We always consider our environmental impacts and customise our service delivery to meet legislative and client-specific requirements.

CMBM always consider these primary issues:

- Risk mitigation through the development and adherence to safe work practices
- Effective incident management and prevention strategies
- Environmental protection plans that are focused on recycling, waste management and achieving waste reduction outcomes
- Accountability and formalised KPI reporting
- All aspects of safety and environment.

CMBM was awarded 'Environmental Best Practice Company' by Building Service Contractors Association Australia (BSCAA). We have also achieved Star Partnership with ecoBIZ following our efficiencies achieved in environment and sustainability management across the business.



Safety & Compliance

CMBM are committed to maintaining the highest WHS standards so we can enhance our service offerings and ensure compliance within your business sector.

Our accreditations reflect the quality of our work practices and risk mitigation strategies, including:

- Developing and implementing safe work practices
- Effective incident management and prevention strategies
- Environmental protection plans focused on recycling, waste management and waste reduction outcomes
- Accountability and formalised KPI reporting
- All aspects of safety and the environment



Social Engagement

CMBM ensures the ongoing sustainability of the communities we operate within the local economy and our workforce. This is achieved by:

- The implementation of our Reconciliation Action Plan (RAP)
- Our numerous policies on equal opportunity and inclusion
- Affiliation with Multhana Property Services; a majority Indigenous-owned business that supports the employment and training of Indigenous Australians in our industry
- Leading by example and fostering a workplace culture of equity and acceptance
- Sponsoring local charities and organisations
- Local recruitment and procurement
- Engaging employment agencies such as Busy Ability

Training

CMBM provide professional internal training for employees regularly. Where possible, we offer industry related diplomas in our other business areas, such as asset maintenance and trades, to support the development of our employees.

Additionally, all management undertake Frontline Management training and participate in regular sales training sessions, such as SWISH Sales Training to support their professional development and assist in upholding the operations of CMBM.

Our Values

CMBM are relentless in our pursuit of excellence, as reflected in our company values

PROFESSIONAL

Professionalism is not the job we do, it's how we do the job. At CMBM, we consistently aim for high standards, both in our work and the way we behave.

RESILIENCE

Our charter is to continuously improve and not settle for anything but our best. We are adaptive, responsive, and prepared to manage change.

ACCOUNTABILITY

Accountability starts with you. At CMBM we are committed and responsible for our actions (or inactions) and ultimately ensure we work safe to return home safe.

INTEGRITY

We follow company policy, procedures, and processes. We fulfill our role to the best of our ability, creating a triple win – for the client, for the company, and for our staff or contractors.

SERVICE

CMBM are proactive in understanding our clients' needs and expectations, and aim to exceed them. We are committed to social engagement, employing locally, and giving back to the community.

EMPOWERMENT

We empower our employees to act and encourage them to be their best self. We are all accountable for goals, growth, and the success of the business.

Executive Team



Mark Hohn
Managing Director



Damien Cann
Director



Brian Torpy
Chief Operating Officer



Jon Gatland
Director - Building Services



Emma Doyle
General Manager of Cleaning Operations



Sonia Webby
Finance Manager

Brisbane Head Office

Gold Coast

Toowoomba

Sunshine Coast

Hervey Bay

Bundaberg

Maryborough

Gladstone

Rockhampton

Mackay

Townsville

Cairns



Service & Sales 1800 26 26 37

General enquiries 07 3391 1040

helpdesk@cmbm.com.au

cmbm.com.au

QBCC license: 1207108 | CMBM Facility Services (Commercial) Pty Ltd ACN 126 409 434 | ABN 60 126 409 434