



Media Release

ONE PLANET FACILITY SERVICES WIN AUSTRALIAN ACHIEVER CUSTOMER SERVICE AWARD

One Planet Facility Services, Ringwood - VIC, has won the 2017 Australian Achiever Award for Australia's Cleaning & Maintenance Services & Supplies category.

Now in their 20th year, the Australian Achiever Awards are an independent, unbiased award system based on assessment ratings from companies' clients – and are therefore an indication of a well-run, healthy business, worthy of patronage. The award focuses on seven criteria, namely: Time Related Service, Addressing Client Needs, Care and Attention, Value, Attitude, Communication and Overall Perception.

The criteria are rated individually in percentage terms, and the final score is an amalgam of these. Anything above 80% overall is regarded as exceptional and reflects outstanding customer service.

One Planet Facility Services achieved a **98.52%** overall score for Customer Service and Relations, topping all other Australia Cleaning & Maintenance Services & Supplies businesses. The 2017 Australian Achiever Award proves One Planet Facility Services delivers on the promise of customer satisfaction.

Established by Mark McFadzean in 2000, One Planet Facility Services is a family business which has grown substantially over the years and today operates Australia wide with a team of over 90 staff. Mark says "our dedication and focus is on being honest, reliable and ethical. We instil in our team that 100% customer satisfaction is of the utmost importance".

Some comments received from One Planet Facility Services customers were:

Their communication is outstanding. I deal with Darren who is a manager and also Mark, one of the owners, on a regular basis. They are both always very prompt at following me up. I trust that I can go to them and have confidence that any of my issues will be addressed quickly, thoroughly and result in a positive outcome.

The team at One Planet Facility Services provide an exceptional service that consistently meets all our needs. I liaise mostly with Mark and Darren who are very prompt, both with arriving for their work and also communicating and following up on any issues that arise. Overall they are a fantastic company, which delivers on promises and are very professional at what they do.

I have always found One Planet Facility Services to be a very reliable company. They are prompt communicators and provide next day service when needed. We have formed a great bond with them over nearly two decades. They treat us like we are a part of their family, and have become part of the company to us. As we've grown, they have grown with us, and we couldn't see it any other way.