



Commercial Cleaning Capability Statement

Commercial and multi-site cleaning across Greater Sydney and Brisbane Metro, delivered with site-specific checklists, trained teams and ongoing quality control.

DOCOR Services Pty Ltd
ABN 29 652 433 479
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docorservices.com.au

Prepared September 2026

About DOCOR Services

DOCOR Services is a commercial cleaning company supporting businesses across Greater Sydney and Brisbane Metro. We provide reliable, site-specific cleaning solutions with trained teams, clear communication and ongoing quality control.

Founder-led operations

DOCOR Services is led by founder Catalina Córdova, who remains directly involved in client communication, site mobilisation, team training and quality assurance. This hands-on approach gives clients a reliable point of contact and ensures service issues are addressed quickly.

Company details

Legal entity	DOCOR Services Pty Ltd
ABN	29 652 433 479
Service areas	Greater Sydney and Brisbane Metro
Multi-site experience	Five commercial locations across NSW and Queensland
Proposals and tenders	hello@docorservices.com.au
Website	docorservices.com.au

At a glance

- **5 commercial locations** — recurring cleaning programs currently coordinated by DOCOR.
- **Operations across NSW & Queensland** — teams operating in Greater Sydney and Brisbane Metro.
- **One point of contact** — the same person manages every location on the account.
- **Checklist and photo-based quality control** — each site has its own checklist; completed work is recorded.



Services and sectors

Services delivered

- Recurring commercial cleaning
- Beauty, salon and wellness specialised cleaning
- Multi-site cleaning programs
- Common area and building cleaning
- Workstation and office cleaning
- Deep and periodic cleaning
- Laundry management
- Consumables replenishment

Sectors serviced

- Beauty clinics
- Cosmetic clinics
- Wellness clinics
- Hair and beauty salons
- Offices and corporate workplaces
- Retail and commercial premises
- Commercial buildings and common areas
- Multi-site groups

Geographic coverage

DOCOR operates across Greater Sydney (New South Wales) and Brisbane Metro (Queensland), with teams based in each city. Sites outside these areas are assessed case by case rather than declined automatically.



Multi-site experience

DOCOR Services currently coordinates recurring commercial cleaning across five locations in Sydney and Brisbane, providing one point of contact and site-specific cleaning programs for each location.

What the program covers

- Recurring cleaning across five commercial locations
- Teams coordinated in NSW and Queensland
- Morning and afternoon shifts adapted to each location
- Studios, workstations, reception, bathrooms and common areas
- Laundry and consumables replenishment
- A different checklist for each site
- Photographs taken after the clean
- Issue, comment and follow-up records
- Coordination of replacements and special requests
- One point of contact for every location

Operating model

- **Local teams in both states** — each site is serviced by people who work that location regularly.
- **One point of contact** — day-to-day requests, escalations and scope changes go to the same person.
- **Replacement coverage** — absences and special requests are coordinated centrally.
- **Documented per site** — each location has its own checklist, schedule and service record.

This program is described anonymously. DOCOR does not publish client names, logos or testimonials without written authorisation, and does not publish performance figures it has not measured. Named references can be arranged directly with a client during a tender process.



Quality assurance and reporting

Every location operates under a site-specific checklist. Completed services can be supported by photo verification, issue reporting and ongoing management reviews.

- Daily or scheduled checklists
- Photo-based service verification
- Issue and maintenance reporting
- Client feedback follow-up
- Site inspections
- Corrective actions
- Centralised oversight across locations

How a service is delivered

- 1 Site assessment** — layout, operating hours, foot traffic and requirements.
- 2 Tailored scope** — a scope and quotation built for that location.
- 3 Team allocation and training** — the site team is assigned and trained.
- 4 Site-specific checklist** — tasks and frequencies defined area by area.
- 5 Service verification** — checklists, photographs and comments recorded.
- 6 Ongoing quality reviews** — results reviewed, feedback actioned, service updated.

Contract mobilisation

Our mobilisation process is designed to establish clear responsibilities, trained site teams and documented service standards before commencement.

- 1** Site inspection and scope confirmation
- 2** Risk and access review
- 3** Recruitment or allocation of local team members
- 4** Site-specific induction and training
- 5** Equipment and consumables planning
- 6** Checklist and reporting setup
- 7** Initial quality inspections
- 8** Review meeting after commencement

Compliance

DOCOR publishes only what it can evidence today. Additional compliance documentation is confirmed directly with your procurement team as part of a proposal or tender response.

- **Trained and inducted teams** — site-specific induction and training before commencement.
- **Site-specific risk and access review** — completed during mobilisation, before the first service.
- **Documented issue reporting and follow-up** — issues are recorded against the site, actioned and reviewed.

Responding to a tender

DOCOR can respond to RFPs, tenders, supplier questionnaires and pricing schedules. Send the documents and the submission deadline to hello@docorservices.com.au and we will confirm receipt and what we need to respond.

To prepare a proposal we need

- The location or locations to be serviced
- Operating hours and any access or security requirements
- The areas to be cleaned and their approximate size
- Required frequency and preferred service times
- Any specific standards, reporting or documentation requirements
- Intended commencement date

Contact

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