



# STAFF NEWSLETTER

July 2017

## INDUSTRY NEWS



### FROM THE HR MANAGER

### KEY DATES

#### Position Available: Site Manager

In keeping with our long standing tradition of promoting from within, an opportunity now exists for a Site Manager, with immediate start, to become an integral part of our BIC management team.

Training will be provided and salary will be negotiable.

You must possess sound knowledge and understanding of operations in the cleaning industry and have exceptional customer service along with the ability to set goals, lead and develop others.

If you believe that you possess the skills to progress within our organisation then please visit our website for more details: [www.bic-services.com.au/careers/](http://www.bic-services.com.au/careers/)

OR

Please forward your resume to:  
[yourteam@bicservices.com.au](mailto:yourteam@bicservices.com.au)

#### UPCOMING KEY DATES



- **Jeans for Genes Day**  
- 5<sup>th</sup> August
- **Keep Australia Beautiful Week**  
- 21<sup>st</sup> to 27<sup>th</sup> August
- **Daffodil Day**  
- 25<sup>th</sup> August
- **Legacy Week**  
- 27<sup>th</sup> August

# BIC UPDATES

## WORKPLACE HEALTH & SAFETY UPDATE

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**Unethical Conduct** - At no time are you authorised to be involved in or facilitate any unethical conduct such as: Cash payments and cash repayments of any type; Paying anyone for hours not worked, including paying partners/friends or the like for hours worked by another staff member; Falsifying hours worked or Attendance Registers; Taking bribes or loaning money for any reason; and Bullying, harassing or intimidating anyone. If you have any incidents of this nature please contact the HR Manager at Head Office.

**LOOK AT YOUR "Wool Duster Procedure" Poster on the wall:** **1)** Tear a 2cm strip off the long side of a yellow oil-impregnated chux cloth; **2)** Wrap the yellow cloth around the duster by placing the short side of the yellow cloth along the duster and wrapping on a slight angle as you go - do not wrap it too tightly and ensure that the duster is completely covered by the yellow cloth as you wrap it around; **3)** Tie the yellow cloth at the base using the 2cm strip and tie it into a bow – this will enable you to untie it easily. You can use the same yellow cloth up to 4 times by turning it around if not heavily soiled; **4)** DO NOT SHRED the ends of the yellow cloth - as this allows dust to be flicked and spread..

**LOOK AT YOUR "Manual Handling Poster" on the wall :** **1)** Plan the lift - if what you are lifting is too heavy, get help or think about another way to move it; **2)** Stand close to the object - put one foot beside the object and one foot behind it; **3)** Bend your knees, not your back and hold the load firmly with both hands; **4)** Keep your back straight and lift the load to your waist slowly by straightening your legs (use your legs not your back); **5)** Put the load down by bending your knees while keeping your back straight; **6)** Always push your trolley, bin or object, do not pull, and when pushing the load lean slightly forward using the power of your legs to get the object moving.

When using any large equipment, such as a floor scrubbing or polishing machine, you must first test the machine in an open area to ensure it is not kicking. Make sure that you keep a safe distance from any ledges or surfaces - at least 0.5 metre. When using an automatic scrubber you must always move in a forward direction, adjust the speed to suit the work area, allow enough space for turning the machine without coming into contact with any ledges or surfaces and never use in narrow areas or on tenancy floors. If you are in any doubt consult your Supervisor.

# BIC UPDATES

## EMPLOYEE OF THE MONTH



**Natthakarn Chooprasit**  
*50 Miller St, North Sydney*

All tenants, on all nine levels at 50 Miller adore her along with her smile and presence in the building.

They even keep her in the social activities in their offices and she was a major influence in BIC retaining the contract at the building.

NBN in particular have made great comments about her. I am proud to have her on my team.

*Tony Islam*  
**Area Manager**



## POSITIVE FEEDBACK



*I just wanted to yet again commend Ibrahim for his great work ethic and continual assistance provided to myself at Dialogue.*

*We had a meeting run over this evening and he offered to stay back and ensure the room is cleared and ready for tomorrow.*

*I'm constantly impressed by his going above and beyond and just wanted to pass that on.*

**Samantha Culleton**  
*Dialogue Manager*  
*363 George Street*

*Just a quick email to say a huge Thank You to Kellie and the other girls that have been cleaning our centre!!!*

*They are doing a fabulous job and our staff have noticed a massive difference.*

*Please pass on our thanks as these ones are definitely keepers!*

**Deeanna Anderson**  
*Support Officer*  
*Suncorp Toowoomba*

*I just wanted to let you know that the cleaning has been excellent for the last few weeks – everything has been great and the doors have all been locked.*

*Thanks for following it up with your staff, and if you could pass on my positive feedback.*

**Luke Chesson**  
*Sleepeasy Manager*  
*337 South Terrace, Adelaide*