



STAFF NEWSLETTER

February 2017



INDUSTRY NEWS

FROM THE CEO

As we settle into the new year we face exciting yet challenging times.

The key to our success is YOU!

The health, wellbeing and safety of our people is of the highest importance to B.I.C. Services. We will continue to strive for better wages for all employees and to better your lives in any way that we can.

Understanding our customer's needs and expectations is the key to our success today and well into the future. Our success is also your success.

Join us today and every day to be better and strive for improvements.

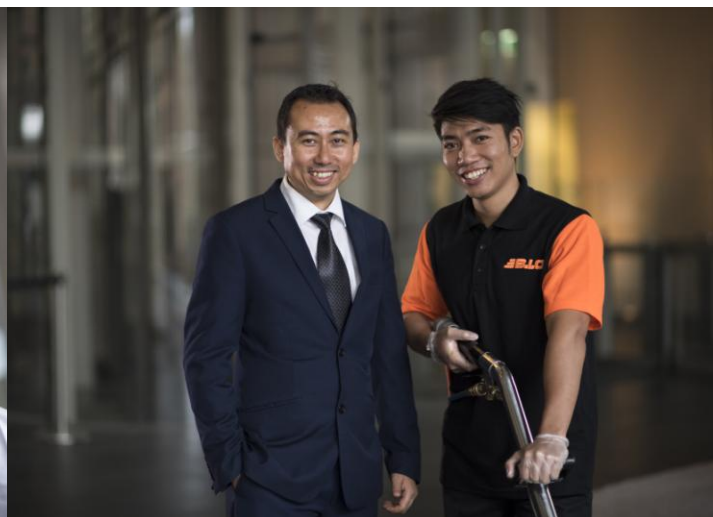
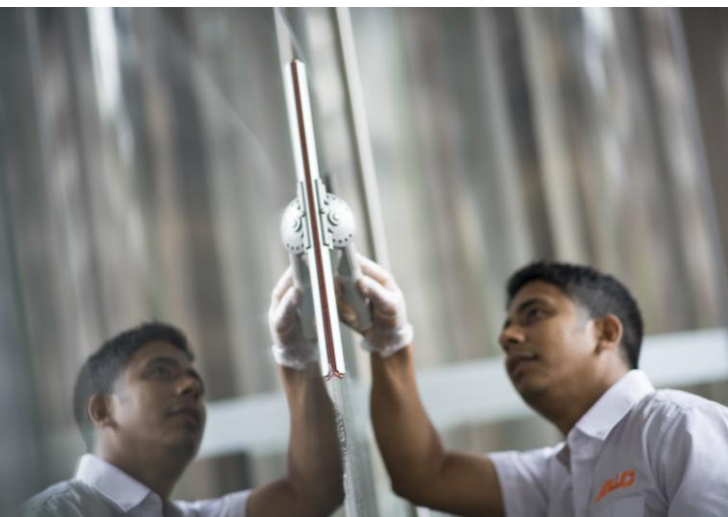
Looking to the future, I am sure B.I.C. Services will continue its tradition of excellence and achievement and remain the industry leader.

KEY DATES

UPCOMING KEY DATES



- **World Wildlife Day**
- 3rd March
- **Clean Up Australia Day**
- 5th March
- **World's Greatest Shave**
- 9th – 12th March
- **Cultural Diversity Week**
- 11th – 18th March
- **St Patrick's Day**
- 17th March
- **Earth Hour 8.30pm**
- 25th March



BIC UPDATES

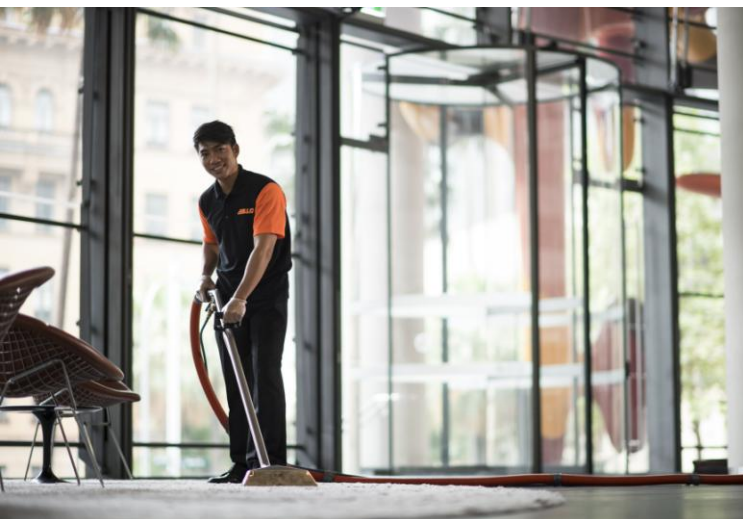
WORKPLACE HEALTH & SAFETY UPDATE

Earth Hour : On Saturday, 25 March 2015 - 8:30pm to 9:30pm - Where possible, all non-essential lights in all BIC sites must be turned off on this day for one hour between 8.30pm and 9.30pm. No lights that affect public safety are to be turned off. Please ensure that all non-essential lights are turned off when you leave any area or building.

Hours of Work: At no time are you authorised to make up your own hours. You should have been issued with a job description outlining your hours of work for each shift. If you do not have this; then please contact your Supervisor or Area Manager immediately.

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, taking bribes, loaning money, bullying or intimidating anyone, etc. *Important Note:* any unethical behaviour will result in immediate dismissal without warning or notice.

Stealing, fraud or deliberately misleading your employer, including being paid for hours not worked, falsifying medical or other documents, leaving work early without authorisation, and so on, is considered serious misconduct and will not be tolerated - any incidents of this nature will lead to immediate dismissal without notification.



BIC UPDATES

EMPLOYEE OF THE MONTH



Jill Oliver – Laurieton Branches

Jill joined BIC last year and has handled 3 sites at Laurieton with outstanding results and great feedback from all B.M's . Jill is very good at communicating, she is prompt & professional, takes ownership of her sites, has a great eye for detail and understands times frames making her an invaluable employee for BIC.

As a result I am now moving Jill into the main CBA Branch in Port Macquarie.

Thank you for all your hard work.

Mark Henry
Area Manager



POSITIVE FEEDBACK



I just wanted to show our appreciation to Elka & Liam at Brisbane square for there diligent & tireless efforts in their attitude & professionalism.

They are always ready to help whenever asked, even when they are on there lunch break.

We feel that a special mention to them is warranted.

You are very fortunate to have such employees who are highly valued & appreciated.

Thomas Vaughan
Executive Receptionist
Suncorp

Just a quick note to recognise the fantastic job Sandeep and Rashed have done at workplace6.

Our customer tenant survey results are in for 2016, showing an astounding 30% increase in tenant satisfaction for cleaning to 85. The team should be commended for going above and beyond and obtaining such a great reinforcement from our key customers!

Charlie Evans
Commercial Manager
The GPT Group

As today is my last day, I wanted to say Thank you for everything you have done at Australia Square. Since your arrival onsite I have noticed an improvement in the cleaning standards as well as the cleaner's morale. All of our meetings, walk-throughs and inspections have lead to great changes and positive outcomes.

You are an asset to this team and I wanted to say Thank you. I wish you all the very best in your future with BIC and with Australia Square.

Stephanie Cassimatis
Client Services Manager
Australia Square



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bic-services.com.au

