



STAFF NEWSLETTER

September 2017

INDUSTRY NEWS



FROM THE EHS MANAGER

KEY DATES

The focus for this month is Safety.

We take this opportunity to reiterate that safety across our sites and team is not only important it is crucial.

Any accident or incidents across our sites must immediately be reported to your Supervisor or Area Manager and an Incident Report Form must be completed and sent to our WHS Officer.

We consider that our primary obligation to our employees is to provide you with a safe working environment.

All of our sites are equipped with our B.I.C Services Operations Folders containing our Safe Work Method Statements, Policies, Chemical Safety Data Sheets and other key information – Incident Report Forms are also contained in this folder.

As always, if there is anything that you are unsure of – please speak with your Supervisor or Area Manager for instruction or further information.

UPCOMING KEY DATES



- **World Smile Day**
- 6 October
- **Mental Health Week**
- 8 to 14 October
- **World Homeless Day**
- 10 October
- **Pink Ribbon Breakfast**
(Breast Cancer Foundation)
- 30 September to 31 October
- **National Water Week**
- 15 to 21 October
- **Wellness Walk & Festival**
- 16 October
- **National Bandanna Day**
- 27 October

BIC UPDATES

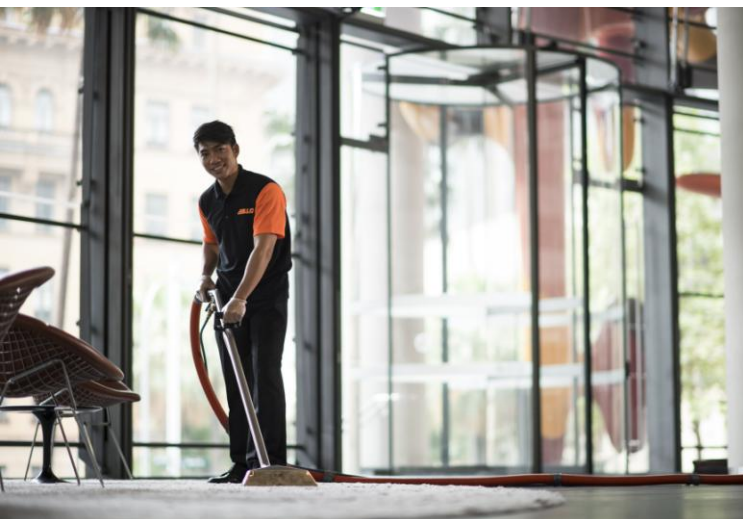
WORKPLACE HEALTH & SAFETY UPDATE

USE OF LADDERS: Ladders are NOT to be used as a work platform. You MUST have written approval from the WHS Officer prior to the use of any ladder. If you have written authority to use a ladder, then you can still only use a ladder when you have exhausted all other alternatives for a safer way to carry out the work and when there is no other way to carry out the work.

All electrical equipment must have an RCD attached to the end of the cable - where the cable attaches to the power point. At no time are you authorised to interfere with or place any electrical equipment under stress by pulling leads, twisting or knotting leads, etc. The residual current device (RCD), or safety switch, protects you from electrocution but only if placed in the correct location! Failure to follow this procedure or to have the RCD in place and in the correct location will result in immediate dismissal.

All incidents must be immediately reported to the Supervisor/Area Manager. The Cleaner, Supervisor or Area Manager must then complete a detailed Incident Report Form and immediately forward this to the OHS Officer. Failure to report any issues will result in a first and final written warning..

Personal mobile phones or music head phones of any sort are NOT to be used, for any purpose (internet or otherwise), on any BIC work site at any time unless: 1) There is an emergency - evidence of the emergency must be proven; or 2) It is being used to sign in/out of the Attendance tracker and only at the commencement or end of shift; or 3) You receive or respond to a call from your BIC Manager/Supervisor and only for work related issues.



BIC UPDATES

EMPLOYEE OF THE MONTH



Sanju Shrestha – Australia Square

We would like to congratulate and nominate Sanju Shrestha for employee of the month for always going above and beyond to achieve the clients' satisfaction.

Sanju was recently praised and put in the Dexus newsletter by ASQ management team for her consistent performance, proactiveness and friendly attitude.

We have also received a lot of positive feedbacks from our clients such as Rolex and Morningstar regarding her performance and ability of "attention to detail".

Thank you for everything you do!

Sanjeev Karki
Area Manager



POSITIVE FEEDBACK



I just wanted to extend my thanks to your staff for their hard work in helping out during the unfortunate incident we had on Wednesday night.

I could not fault the amount of effort and commitment Tony and your staff put in when I needed them.

I will of course thank Tony myself but please pass on my thanks to the others for a job well done.

Thanks again

Andrew Reed
Facility Manager NSW
AMP Capital

I believe Ash went above and beyond his duties last night in having to clean up a particular mess on One of the Suncorp levels. Can you please pass on my appreciation and thanks to him for doing this. I apologise profusely that your staff had to deal with this and if there is any extra cost to cleaning then please let me know and I will provide a work order to cover the extra time.

As usual, your staff go way beyond the terms of the contract and I, as well as Suncorp real estate appreciate all your team do for us.

Mark Bainbrigge
Facility Manager - Suncorp

I would like to comment on your cleaning staff, in particular Mesut and how he takes great pride in his work, particularly during these challenging times. Nothing is a problem for him and is always willing to help with a smile.

Please pass this on.

Kind Regards

Andrew Demetriou
George Place Executive
Concierge
363 George Street, Sydney