



STAFF NEWSLETTER

November 2017

INDUSTRY NEWS

FROM BIC'S NEW SALES AND MARKETING DIRECTOR

Last month we found ourselves hosting a number of new employees at BIC's Head Office - one of them being Peter Stephens, our new Sales and Marketing Director.

Peter has joined BIC's management ranks to add value to our Sales and Marketing efforts into the future as we prepare to expand the business into other parts of Australia and extend our reach even further.

Peter comes to us with a wealth of knowledge and strong commercial focus, spanning over 25 years experience within facilities management, Waste Management Hospitality, Labour Hire and Hygiene Service industries, where he has assisted some major Australian and international companies increase their sales and create integrity within their brand.

Peter has joined BIC at an exciting time in its history. He will be responsible for working closely with the senior leadership team to create commercial initiatives that will create a new era for the Company moving forward.

Please join us in welcoming Peter to our team!



KEY DATES

UPCOMING KEY DATES



- **World AIDS day**
- **Decembeard – Bowel Cancer**
 - 1st December
- **Human Rights Day**
 - 10th December
- **Christmas Day**
 - 25th December
- **Boxing Day**
 - 26th December
- **New Years Eve**
 - 31st December

BIC UPDATES

WORKPLACE HEALTH & SAFETY UPDATE

High Surface Cleaning and Ladders: When cleaning high surfaces do not stand on chairs, tables, etc. Ladders are also 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. You must only use a ladder if you can maintain 3 points of contact with the ladder at all times whilst working.

Before entering any toilet to clean - you must first knock loudly and wait at least 5 seconds; if there is no answer knock loudly one more time and wait another 5 seconds; if again there is no answer then you may enter the toilet and commence cleaning. If there is someone inside you must wait until the toilet is free before entering. DO NOT FORGET to place the doorway closed for cleaning sign in the door and make sure that it is at waist level.

If there is a pandemic alert on your site:

1) Use the single-use disposable PPE supplied to you, such as gloves, face masks, aprons, foot covers, etc. and immediately wash your hands after using and/or use a hand sanitising gel/spray.

2) Avoid touching your nose, mouth and eyes and use a tissue or your upper sleeve if you cough or sneeze. Immediately wash your hands and/or use a hand sanitiser.

3) Avoid contact with other staff or co-workers.

4) Clean all surfaces with the disinfecting chemical supplied to you and as instructed by your Supervisor. In particular, target public/common areas and surfaces such as lift buttons, handles, railings, bathrooms and work surfaces with additional and concentrated cleaning at least daily as a minimum.

5) Damp wipe surfaces daily rather than dry dust to prevent the generation of dust particles.

6) If you have a fever or feel sick in any way stay at home and immediately see a Doctor and report your illness to your employer.

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 you must **immediately contact the HR Manager at BIC Head Office on (02) 9809 2000.**

BIC UPDATES

EMPLOYEE OF THE MONTH



Anica Vulic – 50 Bridge Street

I would like to take this opportunity to express my gratitude towards Anica. She has been working for AMP Centre for over 27 years and I have worked with her for more than 11 years.

Anica always come to work early - her time management is excellent. In my 1 year of working with her, she has never taken sick leave.

Anica is widely well liked by all cleaning staff, security staff, tenants and building management. She is always helping others with a big smile. I believe Anica is an asset for BIC.

Tarek Mahmud
Site Manager



POSITIVE FEEDBACK



I feel really compelled to write to you to tell you how very impressed I am with your staff. One in particular, 'Gauri' has truly gone out of her way on numerous occasions to assist us in ensuring that our premises are really clean. As if they were her own. She takes such great pride in her work and is always delightful when I see her.

Gauri is a true asset to your business and I am hopeful that this note in some way reaches her to at least recognise her for her outstanding efforts. She truly is deserved of this.

Thank you for your service. Thank you Gauri for your amazing attention to detail and making our work place so much more enjoyable to work from. I am truly grateful, thank you.

Sean Smith
CEO Onit Media
9-13 Young Street

100 PAC building management would like to acknowledge the effort of your night supervisor Pang during a recent incident whereby a person was stuck in a lift.

Pang's communication, reassurance to the person within the lift and work with the lift technician and building management was impeccable.

I note that this took some 2 hours to resolve and must have been frustrating for him to be taken away from his duties for this amount of time.

I hope that we can discuss some type of reward when you are next here.

Peter Dooley
100 Pacific Hwy, North Sydney

Just a quick note to say that we are very satisfied with your staff - Ms Gausi's cleaning service here.

Ms Gausi is hard working, professional with a 'can-do' attitude and approach customer with a smile each day.

We'd like to say thank you for her fantastic customer service.

Kind regards,

Julia Ting Ting Gong
Certifying Global Products & Services
20 Loftus Street, Sydney