



# STAFF NEWSLETTER

February 2018

## INDUSTRY NEWS



### FROM THE EHS MANAGER

### KEY DATES

Earth Hour 2018 will take place on Saturday 24 March and we hope you're as excited about it as we are!

Every year, Earth Hour has seen people taking part in record numbers from across the globe - even aboard the International Space Station!

From inspiring millions to support and take part in critical climate and conservation projects led by WWF, to powering efforts to drive climate awareness across the world, there is so much we have achieved together!

**Remember to join us this Earth Hour on 24th March, 8:30pm your time and switch off all non-essential lighting. It's time to take action for our planet!**

<http://earthhour.org.au/home/>

### UPCOMING KEY DATES



- **World Compliment Day**  
Give someone a compliment today!  
- 1<sup>st</sup> March
- **Bandaged Bear Appeal**  
The Royal Children's Hospital  
- 1-31<sup>st</sup> March
- **Clean Up Australia Day**  
- 4<sup>th</sup> March
- **Worlds Greatest Shave for Leukemia**  
- 16<sup>th</sup> February
- **Earth Hour 2018**  
- Saturday 24<sup>th</sup> March

# BIC UPDATES

## WORKPLACE HEALTH & SAFETY UPDATE

**LOOK AT YOUR "Green Cleaning Poster" on the wall :**

**1)** Remember to switch off lights immediately after cleaning if staff are not present; **2)** Do not dispose of chemicals down general drains or toilet bowls - use the appropriate disposal method for each site and as designated by your Supervisor; **3)** The site's waste and recycling systems must be followed at all times and you must report any contamination; **4)** Use your microfibre cloths and mops at all times.

**Chemicals must be handled and used correctly:**

**1)** You must wear gloves when working with chemicals and also use other PPE such as, goggles, masks & protective clothing when dispensing chemicals or when working with hazardous chemicals; **2)** Safety Data Sheets (SDS's) are on site for all chemicals - chemicals should only be used if you have read the SDS and you have been trained to use it. Always follow the instructions on the SDS's which can be found in your Operations Folder located within the cleaner's room or where chemicals are stored; **3)** Never mix too much chemical - you must follow the dilution rate as outlined in the SDS and never mix chemicals together; **4)** All chemicals must be correctly labelled - if any chemical does not have a label then you must advise your Supervisor immediately, separate the item and then the Supervisor must advise Head Office and have it removed immediately; **5)** Use a spray bottle or other suitable container to safely apply the chemical.

**All keys/access cards** must now be kept on a lanyard attached to your body or at the very least secured to your body at all times. At no time are keys to be left loose so that they can be lost or dropped. If the site requires it; you must sign in and out for your keys each time.

Do not touch any client documents or use any client property at any time.

**Site Security:** **1)** Do not give access to anyone into the building, even if the person is an office employee of the site or someone you know, do not let them in. **2)** All staff must be extremely careful when entering any area to ensure that a stranger to the building does not enter in after them. Make sure that every person has and uses their own access key/card to gain entry to an area or lift floor. **DO NOT** allow anyone to push any buttons or enter any area immediately after you have used your access key/card if they have not used their own access key/card first. Report any suspicious behaviour or unlawful entry immediately to Security if available and to your Supervisor/Manager. **3)** Keep all tenancy doors locked at all times, even if you are still working inside the tenancy. **4)** Once you have finished cleaning an area, if the area requires an alarm to be set, you must set the alarm first, before moving onto another area. **5)** Carry your access keys/cards on your body at all times and never leave your keys anywhere unattended. **6)** At no time are you allowed to bring an unauthorised person onto any BIC site with you. **7)** You must not give your access keys/cards or alarm codes to any other person.

# BIC UPDATES

## EMPLOYEE OF THE MONTH



### Mattana Kaetongsun – 477 Pitt Street

Mattana is committed to her work. She never stops cleaning and always does a great job!

She has been praised for her lovely disposition and her constant smiling.

I am proud to say she is an asset to our business and we appreciate all her hard work.

Thank you and congratulations.

*Michael Reza*  
**Site Manager**



## POSITIVE FEEDBACK



*I want to let you know what a wonderful job Rahul, Modi and the rest of the BIC cleaning team performed during our annual office closure.*

*When I arrived yesterday morning it was immediately noticeable that the office was clean. I know that the team clean every night but with the additional cleaning functions undertaken whilst the office was empty enhanced the overall appearance. It was also noticed by other staff - and comments were made during my morning inspection across all of our floors.*

*I really appreciate the dedication and high standards that Rahul and Modi have in delivering the cleaning services to our tenancy as well as the rest of 12 Creek Street.*

*Please let the team know that their efforts did not go un-noticed.*

*Scott Perry*  
**Team Leader - BDO**

*I would like to inform you that the new day cleaner you have provided at 140 St. Georges terrace is doing a great job, especially due to the ongoing building works that are happening on the ground floor.*

*Please pass on my thanks and let her know what a good job she is doing.*

*Glen Bougourd*  
**Knight Frank Australia Pty Ltd**

*I just wanted to let you know that Leticia did an AMAZING job on her first night here. I could just tell the branch was cleaned thoroughly and really makes a difference. Please pass this on.*

*Brad Hatten*  
**St George Bank**

*The lady who is currently cleaning levels 4 and 5, (Gauri) does an excellent job and I thought it only right to pass on this feedback.*

*Best regards,*

*Christine*  
**Executive Assistant**  
**Virgin Australia**