



STAFF NEWSLETTER

March 2018

INDUSTRY NEWS



FROM THE HR MANAGER

KEY DATES

BIC could not be prouder of our truly wonderful employee Lalantha Jayasinghe (Lala) who deservedly won the People First Ambassador award at the **GPT Annual National People First Awards** in Melbourne.

BIC's point of difference is the value we place on customer relationships, providing a service which delivers excellence in both cleaning and experience.

Lala personifies the values and expectations we place on our teams. Congratulations Lala, enjoy the accolades you most certainly deserve!



Lala is pictured here with Executive Director **Tony Carmona**, Director **Tony Di Bello**, Director **John Balbi**, Regional Manager **Andrew Valencour**.

UPCOMING KEY DATES



- **Easter Sunday**
- 1 April
- **Earth Day**
- 22 April
- **Anzac Day**
- 25 April
- **World Day for Safety & Health at work**
- 28 April
- **Pay it Forward Day - Pay It Forward Day** urges people around the world to commit random acts of kindness
- 28th April



BIC UPDATES

WORKPLACE HEALTH & SAFETY UPDATE

**** Sick Leave:** All employees must notify their Supervisor or Manager as soon as possible or by 10 am for night shift if they do not intend to come to work due to an illness. Sick Leave is only for legitimate use - you must provide evidence of your sick leave and it must be supported by a medical certificate and include the expected return date. Any misuse of sick leave will result in a first and final warning or immediate dismissal.

**** Annual Leave:** All employees must provide as much notice as possible if they would like to request annual leave. Annual leave cannot be taken without written authorisation from your Supervisor or Manager. Staff who go on leave without written approval will be regarded as having abandoned employment and this will be considered as serious misconduct and grounds for termination. All leave must be submitted on the relevant leave form. Any staff who have booked, planned or paid for flights or holidays without first obtaining written approval do so at their own risk for all costs and non-refundable amounts incurred.

**** Resignation:** All employees who intend to stop work must give the relevant notice - notice will be deducted from any final payments if you fail to provide the relevant notice.

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.

Care for machinery: 1) All staff must make sure any vacuum used is emptied every day; 2) Carpet machines must be emptied, washed and cleaned after every use; 3) Scrubber machines must be wiped and cleaned after every use; 4) Polyvac's must be wiped and cleaned after every use; 5) All electrical cords must be checked and kept in good condition; 6) If any machinery or electrical cord is faulty, label it with a "Danger Do Not Operate" tag and immediately remove from site for repair (contact BIC Procurement to organise pick up as required); 7) All machines, electrical cords and RCD's must have a current test and tag attached; and 8) All electrical equipment must have an RCD attached to it at the power point (power source). **** IMPORTANT:** failure by any staff, including management to follow these procedures may lead to immediate dismissal. ******

BIC UPDATES

EMPLOYEE OF THE MONTH



Haque Zahirul – 580 George Street, Sydney

Haque has received some exceptional feedback regarding his hard work and dedication.

Recently a tenant accidentally threw his wallet into the bin in the food court and unfortunately it was thrown into the 1100L bins. Haque without any hesitation went through the waste bins until he found the wallet.

We are very proud of Haque and his ongoing commitment to the building and our tenants.



Rashed Hasan
Site Manager

POSITIVE FEEDBACK



I just want to compliment the great work Michael & his cleaning staff do here. Kitchens & toilets always look good, Michael is always approachable & goes out of his way to ensure any issues that arise are dealt with immediately.

Not only to speak to me, but also contacts the staff member directly.

Small jobs area taken care of straight away, even when they are very busy. I so appreciate the care & the time they give to our floors & I hope they can be recognized for good works.

Many Thanks

*Sue Simpson
Transport for NSW Cluster
477 Pitt Street, Sydney*

Concierge would like to express our appreciation of Krishner from B.I.C. At all times Krishner is extremely helpful to all of concierge's requests. He is thorough, professional and cheerful. Nothing is a bother to him.

We would be thrilled if he could get some recognition for his dedication and team work.

Sincerely

*Patrick Maguire
Head Concierge.
1 Bligh
Concierge Team*

As you know Kieran found my phone a short time ago. My life was on that phone and for an hour it felt like I had lost a limb. I am writing this to have a record of yet another example of his exemplary work ethic and decency as a human.

Warm regards

*Patrick Maguire
Executive Concierge
1 Bligh Street, Sydney*