



STAFF NEWSLETTER

May 2018

INDUSTRY NEWS



FROM THE HR MANAGER

KEY DATES

New award wages and allowances come into effect from the first full pay period commencing on 18 July 2018.

Important pay update: all BIC staff will continue to be paid fortnightly, Thursday to Wednesday, however, with the formal introduction our new electronic timesheet system (Deputy), all staff will commence receiving **their wages into their bank accounts one day later than usual from pay 18 July 2018**. Please make the necessary changes to your personal situation to account for this change.

Who do the new rates apply to?

The increase only applies to employees who get their pay rates from:

- the national minimum wage; or
- a modern award / registered agreement (in some cases).

The increase will not affect employees who are already getting paid more than the new minimum wages.

UPCOMING KEY DATES



- **Australia's Biggest Morning Tea (Cancer charity)**
- 1 May to 30 June
- **National Reconciliation Week**
- 27 May to 3 June
- **World Environment Day**
- 5 June
- **World Blood Donation Day**
- 14 June
- **Red Nose Day**
- 30 June

BIC UPDATES

WORKPLACE HEALTH & SAFETY UPDATE

LOOK AT YOUR "Electrical Safety Poster" on the wall : 1) Check your electrical equipment before and after each use, especially the leads for kinks, cuts, exposed wires and broken plugs. Check that your machine is working well – if faulty or damaged, tag the machine with a red "Danger Do Not Operate" label and immediately report it to your Supervisor; 2) Never pull cords of equipment across sharp objects and never pull cords out of the power point from a distance; 3) When collecting the cord always start at the machine, never wind the cord around your elbow as it will twist the cord and check the cord for damage using your fingers as you collect it; 4) All equipment must be thoroughly cleaned after each use, including vacuum dust bags. **** IMPORTANT:** failure by any staff, including management to follow these procedures may lead to immediate dismissal. ******

At no time are you authorised to jam any equipment or other object into the lifts doors/tracks in order to hold the doors open or for it to go into emergency mode or to stop the lifts from working in any way. You must use a cordless vacuum to clean the lifts or if applicable, you must lock off lifts to clean them - at no time are cables to plugged into a PowerPoint outside of the lifts which may get caught or cause a trip hazard.

In the course of performing your cleaning services, you may come across confidential information. This information belongs to our Client and as such you must keep this

confidential information in confidence and you must not disclose this information to any person, firm or corporation.

Site Awareness: Over the past weeks we have an increase in incidents. These incidents mostly occurred through a combination of human error, poor work practices and poor housekeeping and often involved experienced workers carrying out routine tasks. Always be mindful of what you are doing and how you are doing it. Use equipment to help make your job easier, such as trolleys, team work, etc. It is very important to conduct regular inspections of your work areas and report any hazards immediately to your Supervisor and WHS Officer. Pay attention to simple tasks and work practices and ensure that you are demonstrating good safety practices. Also review your scheduled activities and practice excellent housekeeping. All new staff must conduct additional training and work under supervision until they are working confidently. We want everyone to make safety a priority and to return home safe at the end of the day. You must also wear the approved BIC uniform (shirt), black pants, black closed shoes and ID cards on your chest at all times when working on site. **IMPORTANT:** Failure to follow these policies may result in immediate dismissal without notice.

BIC UPDATES

EMPLOYEE OF THE MONTH



Vlatko Mitanoski – Cumberland Campus

“Vlatko has been a great supervisor at Cumberland and has managed to establish great working relationships with both clients and team to ensure the delivery of a high standard and quality of cleaning at the Cumberland campus with his hard work.

A special thank you to the rest of the team at Cumberland as we have received great feedback from our clients.

Well done to you all.”

Danio Azzario
Area Manager



POSITIVE FEEDBACK



Good Morning Danio,

This email is to let you know that we wish to thank Lena and Steve for the improvements to the cleaning at our accommodation. The students have given us very positive feedback this week regarding the level of cleanliness and efficiency. They have commented that the Lodges look and smell very fresh after they have been and they are very happy.

We would also like to thank you managing this change. The check list sheet is working well as it allows me to then contact residents once a problem is reported to me.

Thanks again,

*Kind Regards,
Janene Dehon
Sydney Uni*



I Just wanted to say great work to the team for their cleaning efforts at 477 Pitt Street. I carried out an inspection and was so pleased with the cleanliness in particular Fitpoint. I wanted to say great work with Michael and the team and Katelyn who leads this too! Well done!

*Marijana Rukavina
CBRE*

Jashndee the 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
Associate Director
Knight Frank*