



STAFF NEWSLETTER

September 2018

INDUSTRY NEWS



FROM THE HR MANAGER

BIC want to ensure that we have the best trained and highest paid network of people who are collectively working toward our common goal of being the employer of choice and setting the standard in the cleaning industry.

To this end, we developed an industry-first in-house **BIC Training Academy of Excellence** delivering an ongoing training hub for all new and existing staff.

Our Academy is now in full swing and is delivering a comprehensively trained network of managers, supervisors and cleaning staff.

We are currently looking for Australian Citizens/Residents or unrestricted staff, so if you know of anyone interested in joining BIC and becoming a part of our team, then please direct them to our website to apply:

<http://www.bic-services.com.au/apply/>

To all of you who are already part of our team, we thank you for your hard work and dedication and we will continue to improve our systems and processes so that we can better serve our staff and our Clients.

KEY DATES

UPCOMING KEY DATES



- **Labour Day**
- 1 October
- **Mental Health Week**
- 8 to 14 October
- **Pink Ribbon Day (Cancer council)**
- 21 October
- **National Bandanna Day (Cancer)**
- 27 October
- **National Safe Work Month**
- 1 to 31 October

BIC UPDATES

WORKPLACE HEALTH & SAFETY UPDATE

BIC has a standard colour coding system for all coloured equipment: RED = Bathroom Areas; GREY = Glass; GREEN = Kitchen Areas; BLUE = General Cleaning. You must make sure that all coloured equipment is only used in the designated areas so that there is no cross-contamination. In addition, any cleaning equipment which is not colour coded must only be used in one area or on any one surface. That is, at no time are you to use any cleaning equipment used in kitchen areas to clean public areas, toilets etc. At no time are you to use cleaning equipment used for toilets in kitchen areas, and so on.

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.

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. **

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.

BIC UPDATES

EMPLOYEE OF THE MONTH



Thi Thu Ha Dang – 530 Collins Street, Melbourne

Ha won and award from GPT after finding and returning a wallet in the food court which contained a large quantity of money in it.

She was also awarded a gift voucher to the value of \$100 for her honesty and had her story told to the rest of the 530 Collins team highlighting her wonderful work.

All management was present including Sing Yi and Marc Lacoste the National Manager.

Lalantha Jayasinghe
Site Manager



POSITIVE FEEDBACK



I just wanted to drop you an email and let you know the significant improvement we have noticed since the arrival of Tarek at 33 Alfred Street.

We have tried to not put too much pressure on Tarek but he has taken it upon himself to stamp his high expectations on all BIC staff at 33 Alfred Street creating a noticeable difference in the cleaning.

This has been noticed by the Building Management Team and AMP Services and is greatly appreciated.

Angelo Cavaliere
33 Alfred Street

I just wanted to pass on some positive feedback from our Leadership Team following their Inspection/Tour of Milton Green today.

They were all extremely impressed by the precinct, and proud of how well we maintain the common areas, gardens, landscaping, EOTF and The Link, which is a credit to you all.

Thank you all for your ongoing hard work and effort in ensuring Milton Green presents so well, it is appreciated by all levels of our business and you should be commended for your efforts.

Have a great afternoon.

Mark Cooper
AMP Capital

I'm writing this email to say thank you for your effort helping us at the lobby. We have got always the fastest response possible for any of our daily operations requests and it's really nice to have you here with a warm smile and always attentive to do something above and beyond for us. Suzi, Romy and Mahesh you have been super stars!

*Great work!
Please continue with your fantastic enthusiasm!*

Warm regards,

Christian Blanco