



# TEAM NEWS

October 2020



## BIC UPDATE

### FROM THE CEO

Dear Valued BIC Team,

It is October already, and what an eventful year 2020 has been. I can't provide an update without mentioning COVID-19, but with Victorian numbers plummeting, it's looking like we'll be able to enjoy the summer and Christmas period with some semblance of normality.

Despite the external challenges, 2020 continues to be a positive year for BIC. We've been able to win new business and invest in the brand to ensure we're still providing the best service in the industry, without forgetting what we stand for – Our People, Innovation, Transparency and Sustainability.

In some exciting news, we are delighted to announce that the Cleaning Accountability Framework has again given Darling Park 3-Star Certification. We're proud to receive this recognition in conjunction with JLL; it's further acknowledgment of our commitment to raising standards in the industry and supporting responsible procurement.

Thank you again for your hard work throughout the year. Let's keep working hard and make sure 2020 continues to be a positive one for the BIC brand.

Tony Gorgovski  
*Chief Executive Officer*

### KEY DATES FOR THE DIARY



- 1– 31 October - National Safe Work Month
- 1-31 October – Mental Health Month
- 3 October – World Smile Day
- 15-21<sup>st</sup> October – National Water Week
- 18<sup>th</sup> October – Ride 2 Work Day
- 21<sup>st</sup> October - Pink Ribbon Day

Please check out the links below - positive comments are welcome!

[https://twitter.com/bicservices\\_au](https://twitter.com/bicservices_au)  
<https://www.facebook.com/bicservicesau/>  
<https://www.linkedin.com/company/bicservices>



# LATEST NEWS

## Expansion

The BIC Services team have a new home in Perth. Our move was even featured in the Australian Financial Review: <https://lnkd.in/gV6cEw8>

Our team in Western Australia is rapidly expanding, and our new office is the perfect base for our WA team to look after our West Coast clients.

Having a strong, local workforce in each State means we can rapidly respond to our clients, and ensure our employees have the support they need to deliver the first-class service we've built our brand on.



## Innovation

Our Interactive Customer Experience Platform opens up new possibilities for service delivery and exceeding client expectations.

Clients can send direct requests to service team members and give real-time feedback on performance. The technology also allows us to track asset usage, so we can create targeted servicing schedules and find efficiencies in the way we work.

And, that's just the beginning of ICXP's capabilities.

Read our feature piece in INCLEAN and follow the links to learn more about ICXP: <https://lnkd.in/g-Xs3YQ>



# IMPORTANT INFORMATION

## BIC WORKPLACE UPDATE

### Health & Safety

**Sick Leave (Personal Leave)** is only for legitimate use. Sick leave is not to be used for study leave, religious or cultural celebrations, annual leave, etc. You must provide evidence of your sick leave in the form of a medical certificate or statutory declaration..

**Smoking, Alcohol and Drugs:** All BIC work sites are non-smoking, drug and alcohol-free sites. No one is authorised to consume or be under the influence of drugs or alcohol whilst at work. No one is authorised to smoke in the building or anywhere surrounding the building within 20 metres of the work site, unless you are in the designated smoking areas of the building. Should you have an authorised break and wish to smoke in the designated smoking area, you must ensure that you have covered your work uniform with a jacket, shirt, etc. - the company logo must not be visible at any time. Any incidents of this nature will result in disciplinary action, up to and including termination.

**Do not talk to Client staff**, other than in a manner of simple greeting, unless spoken to directly to be asked a question regarding a cleaning task. Do not talk about work to anyone other than your Supervisor or Union representative. Do not engage in lengthy or personal discussions whilst on the work site. Should you also fail to follow these procedures, this will 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.

# OUR PEOPLE

## BIC TEAM AWARDS AND POSITIVE FEEDBACK

### Star of the Month

#### **Sudha Gajurel– 360 Collins Street**

Sudha is a diligent cleaner who takes ownership over Latrobe university areas, she takes the lead with anything that our client asks for. Pre COVID these areas are made up of high traffic study spaces and teaching areas which require constant attention to detail.

She always has a can do attitude and no task is ever too much for her. We are very lucky to have her part of our team!

**Jorge Mariona**  
Regional Manager



### Testimonials



**Dear BIC,**

*Thanks Mo. Keep up the great work champ. Indeed everyday BIC team are showing an outstanding example of excellence. Well done Danio for selecting fine crew.*

**Sami Yagoub**  
Facilities Coordinator  
CBRE

**Dear BIC,**

*The client is extremely happy with the service provided to BIC. They confirmed the precinct looks great and they are happy with how proactive the staff are.*

**Stephanie De Souza**  
Procurement Manager  
CBRE

**Dear BIC,**

*Today is my last day at GPT, when I came to 530 from my last company I thought no one could match up regarding cleaning, OMG how wrong could I be !!, every single aspect of the service at 530 Collins St is impeccable, the reporting is outstanding not to mention the people, particularly Jorge, Lala and Milan, I have never in my working life come across such dedication from a contracting company, nothing is ever too hard, please believe me, you have an incredible team of people and I hope I cross paths with BIC again.*

*Thanks and regards Peter Carter.*

**Peter Carter**  
Operations Manager  
The GPT Group