



# TEAM NEWS

November 2020



## BIC UPDATE

### FROM THE CEO

Dear Valued BIC Team,

The year is rapidly coming to a close, and while we won't have the usual end-of-year celebrations, I'm sure everyone is looking forward to warmer weather and a chance to unwind after a long and challenging year.

Our continued growth over the latter half of 2020 means we will go into the new year with strong foundations and plenty of opportunities to continue to expand our company.

We are excited to announce that our Interactive Customer Experience Platform (ICXP) is a finalist at the Property Council of Australia's Innovation and Excellence Awards. ICXP has now been rolled out across eight major contracts and clients, and the technology is a significant aspect of our service delivery.

We also celebrated a special day on the BIC Services calendar. Thank Your Cleaner Day means a lot to the BIC team. The hardworking cleaners that pull on the BIC uniform make our company what it is, and we can't thank you enough for your commitment to our clients.

There are just two months left in 2020. Let's roll up our sleeves and power our way into the new year.

Tony Gorgovski  
*Chief Executive Officer*

### KEY DATES FOR THE DIARY



- 1– 30 November - **November**
- 8-15 November – **NAIDOC Week, celebrating Aboriginal and Torres Strait Islander cultures**
- 9-15 November – **National Recycling Week**
- 11 November – **Remembrance Day**
- 13 November – **World Kindness Day**
- 25 November – **White Ribbon Day raises awareness about violence against women**

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

## Scholarship Award

We are excited to announce that Lucia Lopez is the recipient of this year's John Balbi Scholarship.

Each year BIC Services offers three scholarships – The John Balbi Scholarship, The Gabriel Di Bello Scholarship and the Tony Di Bello Scholarship.

These scholarships provide full funding for three BIC staff to complete studies of their choice. The scholarships form an essential part of our continuing investment in our people and our commitment to nurturing our staff for long and rewarding careers.

Lucia will complete her Diploma in Facilities Management, and Clint Francis, Chair of Facility Management Association of Australia (FMA) Queensland Committee, attended to present the scholarship.

Learn more about the BIC Scholarship Program:  
<https://lnkd.in/gx3-yDH>



## Thank Your Cleaner Day

Our cleaners work around the clock to look after our client's buildings.

That means we'll work around the clock to make sure they get rewarded on this important day.

Here are photos of cleaners enjoying their Thank Your Cleaner Day celebrations.



# IMPORTANT INFORMATION

## BIC WORKPLACE UPDATE

### Health & Safety

**Stealing, fraud** or deliberately misleading your employer, including being paid for hours not worked, falsifying medical or other documents, leaving work early without authorisation, and so on, is considered serious misconduct and will not be tolerated - any incidents of this nature will lead to immediate dismissal without notification.

**Unethical Conduct:** At no time are you authorised to be involved in or facilitate any unethical conduct such as: 1) Cash payments and cash repayments of any type; 2) Paying anyone for hours not worked, including paying partners/friends or the like for hours worked by another staff member – or asking for cash back for payment of these extra hours; 3) Falsifying hours worked or Attendance/Deputy Registers; 4) Taking bribes or loaning money for any reason (even to friends); and 5) Bullying, harassing or intimidating anyone. You are able to notify your Supervisor, Manager, Regional Manager or the HR Manager (at Head Office) should you have any issues with regard to the above. BIC will not tolerate this type of conduct.

**Do not touch** any client documents or use any client property at any time. Do not throw out any documents or property which has not been clearly labelled as rubbish or which is not inside a rubbish bin. If you find any property or items not belonging to you then you, must immediately take a photo and report this to your Supervisor/Manager and hand the

items in. If you have any concerns or issues report them immediately to your Supervisor. Failure to comply with this procedure will lead to instant dismissal.

**Client Property:** Cleaning staff are guests in our client's properties and you are to make sure that you behave in a professional manner at all times. 1) You are not authorised to arrive to your BIC work site more than 15 minutes prior to your shift and you are also not authorised to remain on site more than 15 minutes after the end of your shift. 2) Whilst on any BIC work site and if you are entitled to breaks during your shift; you are only authorised to take breaks, rest, drink or eat, or perform any other personal activities within the designated cleaner's areas, cleaner's store rooms, cleaner's lunch areas and cleaner's toilet areas. 3) At no time are you authorised to be in a client area or level, which is not expressly designated as a cleaner's area, prior to or after your shift or to take breaks. Our client areas are not break or rest areas. 4) NEVER touch any client documents or use any client property at any time. 5) At no time are you authorised to use or consume any products or supplies belonging to our clients. 6) Do not throw out any documents or property which is not inside a bin or clearly labelled as rubbish. Important Note: As we are guests in our client's properties; our client has discretion to remove you from site. Should you also fail to follow these procedures then this will lead to immediate dismissal.

# OUR PEOPLE

## BIC TEAM AWARDS AND POSITIVE FEEDBACK

### Star of the Month

#### **Nonglak Wongma– 117 Pacific Highway**

Just wanted to update you that we are very impressed with Miaw's (Nonglak) performance so far.

Her always positive attitude is a great addition to our workplace, and we have received feedback from the Cisco staff that they love having her around.

*Ramsey Allen*  
**Facilities Coordinator**  
**CISCO**



### Testimonials

**Dear BIC,**

*I just received a phone call from a young lady who stated she was extremely happy with the state of the female toilets in Unwins Courtyard.*

*She had used the toilets a number of times during the night and they were spotless every time with fresh hand towels etc. She was very impressed.*

*I thought I'd pass this on to the team.*

**Rob Ceschi**  
**Rocks Control**  
**Place Management NSW**



**Dear BIC,**

*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**  
**CBRE**