



TEAM NEWS

December 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



- 10 December - Human Rights Day
- 18 December – International Migrants Day
- 25 December – Christmas Day
- 26 December – Boxing Day

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

https://twitter.com/bicservices_au
<https://www.facebook.com/bicservicesau/>
<https://www.linkedin.com/company/bicservices>



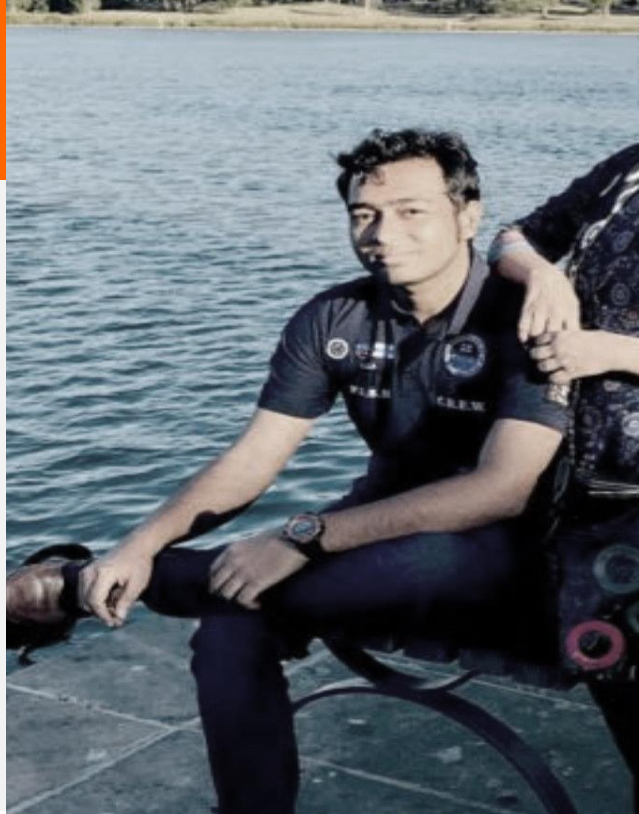
LATEST NEWS

Condolences

It is with great sadness that we inform you of the passing of our dear friend and colleague, Bijoy Paul.

Bijoy had been a valued member of our team at 580 George St and was loved by all. His kindness, respect and endearing smile will be dearly missed.

Please keep Bijoy's family in your thoughts as they go through this difficult time.



COVID Cleaning

Our COVID-19 cleaning services keep your business safe, infection-free and open.

We use our proprietary technology suite to create a targeted approach to infection control. This approach gives you complete peace-of-mind in knowing that your business is safe for reopening.

We back this technology with an expert team. We've rolled out high-level infection control training, and continually updated our service team on best practice COVID-19 procedures. This investment means our team know how to keep your business safe.

[Learn more about our COVID-19 cleaning capabilities](#)



IMPORTANT INFORMATION

BIC WORKPLACE UPDATE

Health & Safety

DEPUTY is BIC's time and attendance system.

Clocking in and out for your shift is easy and will need to be done using the Deputy app. on a Kiosk, smartphone (Android or iPhone) - please ensure you have followed ongoing instructions and downloaded the application for those of you required to do so. You must sign in and out daily, and you are not authorised to clock in or out more than 15 minutes outside of your scheduled work times - all work outside of this must be authorised in writing by your manager and approved on Deputy.

Hours of Work: At no time are you authorised to make up your own hours. You should have been issued with a job description outlining your hours of work for each shift. If you do not have this; then please contact your BIC Supervisor or Manager immediately.

BIC is a Cleaning Accountability Framework (CAF) Pre-qualified employer. This means that we will maintain fair labour standards and compliance with employment law, have employment-related policies in place and provide safe work environments for all our staff. For more information, please visit our website: <https://bic-services.com.au/about-2-2/>

IMPORTANT SAFETY NOTICE - DAY

MOPPING: the conventional mop and bucket is no longer authorised for day mopping and instead is to be replaced by a Fluid Flat Mop. **DAY MOPPING MUST CEASE** unless you are using the Flat Mop system - this is to be used on day shift only (6am to 6pm). **SPILLS:** Any spill you come across, however small, must be cleaned up immediately by following the revised Day Wet Floor Mopping SWMS & procedure. It is everyone's responsibility to ensure that all spills (food, liquid, etc.) are cleaned up immediately; even if it's not your job. **WET FLOOR SIGNS:** BIC uses Closed for Cleaning Doorway Signs which are suspended across doors and folding Wet Floor Signs (where doorway signs can't be used) which are placed outside of toilets, kitchens or, wherever a floor has been mopped or there is a spill. For all Foyers, Lift Lobbies and Entrances, only the tall Cone Signs are to be used for wet floors or during wet weather - these are to be placed in multiple locations so they are visible from all angles. All signs must remain in place until the floors are completely dry. Site Managers and Supervisors must monitor the use of Wet Floor Signs and report any individual, to head office, when they fail to comply.

OUR PEOPLE

BIC TEAM AWARDS AND POSITIVE FEEDBACK

Star of the Month

Luisa Valencia – 180 Queen Street

Luisa has been working for 1.5 years. In this time, she has put all of her energy into ensuring our space is consistently presented immaculately and has made it her own. She goes above and beyond every single day and holds herself to a very high standard.

Luisa works autonomously and I have complete trust in her abilities and her judgement. I have never heard her complain about any situation she is faced with, which makes working alongside her each week easy and enjoyable. Over this time of the COVID-19 office shutdown, Luisa took the initiative to complete tasks that aren't achievable in a busy office environment which meant our office was completely refreshed when it was time to re-open.

She was accepting and adaptable to the ever changing circumstances and always made sure to check in with me to see what I needed. I have so much appreciation for the outstanding service she provides, and I know Expedia staff do too. She's become a part of our team, our family, and we look forward to continuing our work with her.

Kate Moloney – Facilities Coordinator JLL



Testimonials



Dear BIC,

I would like to pass on my appreciation for all the additional work and effort Thinley has been completing during the COVID 19 interruption to normal life.

Thinley's ability and acceptance of change in environment has allowed us to keep the cleaners normal hours for which could have been a reduction for if it wasn't for a little give and take on his behalf.

Scott Wellington
Manager - Facilities Services
Cromwell Property Group

Dear BIC,

I wanted to let you know that Rattana came up with a really creative and hygienic way for our team to know what tea is in the canister without touching all the lids - the team were very impressed!

Thought you should know that we really appreciate all the thoughtful things she does for us.

Thank you

Lucy Hunt
Director, People & Culture
300 Elizabeth Street, Sydney