



# STAFF NEWSLETTER

January 2019

## INDUSTRY NEWS



### FROM THE HR MANAGER

Firstly, we would like to extend a new year welcome back to the entire BIC Team. We hope that 2019 brings you and your family health, happiness and prosperity.

Our 2018 Awards Evening saw Centennial Plaza, Sydney win Team of the Year and Mahesh Khatiwada win Employee of the Year. In addition, both Victor Ferrel and You Gurung, both celebrated 20 years at BIC – what an amazing commitment and achievement – congratulations to all!

We are privileged to have such dedicated and professional staff like yourselves as part of the BIC Team and we are very lucky to work with a Team that continues to be innovative, and deliver the best customer service in the country.

Thank you all for your hard work, outstanding performance and loyalty.

We are extremely proud of our staff at BIC and we will continue to strive to be a better employer and deliver to you a workplace where you can feel at home and safe.

We wish you all the best for the upcoming year!

### KEY DATES

#### UPCOMING KEY DATES



- **Ovarian Cancer Awareness**  
- 1 – 28 February
- **Feel Good February (Do a kind deed for a stranger)**  
- 1 – 28 February
- **Chinese New Year**  
- 5 February
- **Apology Anniversary (Sorry to the stolen generations of Aboriginal Children)**  
- 13 February

# BIC UPDATES

## WORKPLACE HEALTH & SAFETY UPDATE

**LOOK AT YOUR "Chemical Safety Poster"** on the wall: 1) All chemical containers must be labelled and stored on shelving within or above a bunding tray; 2) All chemicals must be supplied with detailed safety data sheets (SDS) - chemicals should only be used if you have read the SDS and always follow the instructions and never bring your own chemicals onto any BIC work site; 3) Always add water first to the container and then add the chemical to the water and, never mix two or more chemicals together. 4) Always wash your hands with soap and water before and after you use chemicals and do not eat, drink or smoke while working with or near chemicals.

**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 immediate dismissal.

**LOOK AT YOUR "Green Cleaning Poster"** on the wall : 1) Remember to switch off lights immediately after cleaning if staff are not present; 2) Do not dispose of chemicals down general drains or toilet bowls - use the appropriate disposal method for

each site and as designated by your Supervisor; 3) The site's waste and recycling systems must be followed at all times and you must report any contamination; 4) Use your microfibre cloths and mops at all times. **LOOK AT YOUR "Green Cleaning Poster"** on the wall : 1) Remember to switch off lights immediately after cleaning if staff are not present; 2) Do not dispose of chemicals down general drains or toilet bowls - use the appropriate disposal method for each site and as designated by your Supervisor; 3) The site's waste and recycling systems must be followed at all times and you must report any contamination; 4) Use your microfibre cloths and mops at all times.

**Waste and Recycling:** You are required to keep waste and recycling separated and ensure that you maintain the site's recycling program. Different coloured bin liners provide good identification for the different types of waste. You must make sure that the correct coloured bin liners are used in the bins according to the site-specific waste and recycling system. Waste must be disposed of in the given bags and in the appropriate manner. Recycling must be consolidated into the appropriate recycling bins. Contamination remains a major problem. Contamination means the wrong materials are going into the recycling and/or general waste bins. If you see any contamination, you must report it to your Supervisor. Your Supervisor will then report it to the Area Manager and Head Office. If you are not sure which waste goes into each bin on your site please ensure that you ask your Supervisor to explain it to you.

# BIC UPDATES

## EMPLOYEE OF THE MONTH



### Nitchawan Sangsuksai– Chifley Towers

I would like to formally communicate to your company the wonderful service that we have on Level 26 in Chifley Tower from our cleaner “Bee”. She is a joy to have help us – always friendly, efficient and hard working. I am writing this on behalf of many staff members who want her efforts to be acknowledged.

Thank you!

Bernie Connolly  
Morgan Stanley  
Chifley Towers



## POSITIVE FEEDBACK



*Dear BIC,*

*Over the last few weeks we have experienced some unusual incidents in the building and have had to rely on the local BIC cleaning team for substantial assistance. The first instance was on 28th November when a major storm cell passed over St Leonards and we experienced water damage on Level 7. BIC management and team of cleaners were truly outstanding and they were very accommodating in their approach to a difficult situation.*

*Today there was also an issue when a delivery driver backed into the glass staircase at the front of Café Nero. The glass splintered into a thousand pieces. It only took one call and a team of cleaners as well as management were working together to bring some type of normality to a quite chaotic scene. Again your performance was first class. I cannot thank you enough for the work you did today and it allowed me to concentrate on getting other trades to site. Furthermore I would like to give special praise to your night cleaner - Angela. She has made a huge difference to raising the cleaning standards in the building and I really appreciate her efforts. Please pass on my thanks.*

*Darrel Claasz  
Lederer Group  
Facilities Manager  
201 Elizabeth St, Sydney*

*Dear BIC,*

*I just wanted to pass on some feedback that Bee is an exceptional talent within the cleaning function.*

*She is always positive, efficient, courteous, friendly and meticulous.*

*If you can please pass on the feedback on my behalf and let her know that many of us are very appreciative of everything she does.*

*Thanks and kind regards*

*Ben Radvin  
Executive Director  
Morgan Stanley*