



# STAFF NEWSLETTER

November 2018

## INDUSTRY NEWS



### FROM THE HR MANAGER

The focus for this month, as we head into the festive season is personal presentation of all our staff.

BIC provides services and works within the workplaces of our Clients and as such we must ensure that we are professional and presentable at all times.

We would like to remind all staff that you **must wear the approved BIC uniform at all times** whilst working for BIC - BIC polo/shirt, black pants, black closed shoes (no open toe shoes) and ID cards. Your clothes must be clean, neat and ironed.

Please also make sure you wash yourself and use deodorant at all times. Hair should be clean, neat and if long tied back. Also make sure you never wear jewellery which can get caught and only stud earrings should be worn.

We thank you for your ongoing attention to detail and it's always the small details that can set us apart.

### KEY DATES

#### UPCOMING KEY DATES



- **World AIDS Day**  
- 1 December
- **International Day of persons with disabilities**  
- 3 December
- **Human Rights Day (United Nations)**  
- 10 December
- **Christmas Day**  
- 25 December
- **Boxing Day**  
- 26 December

# BIC UPDATES

## WORKPLACE HEALTH & SAFETY UPDATE

---

**You must wear the approved BIC uniform**, the issued BIC shirt, black pants, black closed shoes and ID cards at all times when working on a BIC site. You will not be allowed to work if you are not wearing your uniform or ID and you will be sent home without pay.

**Annual Leave:** You are required to give at least 2 weeks notice of any planned annual leave in writing to your Supervisor and Manager. All leave must first be approved in writing by your Supervisor and/or Manager. Staff who go on leave without written approval will be regarded as having abandoned employment and this will be considered as serious misconduct and grounds for termination.

With the festive season almost upon us, it is important for us to remember to be careful and vigilant as we enjoy the holidays. With travelling, end of year parties, get togethers, and entertaining, people are more likely to have accidents during this time than any other time of the year. \*\* Festive Season Safety Tips: 1) Plan ahead. 2) Drink Responsibly. 3) Get enough sleep and be aware of fatigue - tiredness is a major cause of fatal accidents. 4) Take extra precaution on the roads. 5) Do not drink at work or before work.

Slips remain the most common workplace incident so make sure that you: 1) Clean up all spills, water and litter on floors immediately; 2) If floors are wet or slippery, barricade off the area and place warning signs surrounding the area to clearly warn people to stay away. **SIGNS MUST REMAIN IN PLACE UNTIL THE FLOORS ARE COMPLETELY DRY;** 3) Remove clutter and obstacles from all walkways and passageways and never leave your power cord suspended; 4) When cleaning high surfaces, always use the correct equipment such as ladders and step ladders and use the equipment as instructed and in accordance with the SWMS.

# BIC UPDATES

## EMPLOYEE OF THE MONTH



### Romi K C - Chifley Towers

Romi is very pleasant, always has a smile on her face and does an amazing job keeping the kitchens clean.

She is a very hard worker and when anything is asked of her she is more than happy to do it.

Romi goes above and beyond her duties and has been described by clients as a superstar!

Suzi Tasevska  
Chifley Towers



## POSITIVE FEEDBACK



*I wanted to take a moment to express my support of the cleaners you have working on level 11. I find them to be unfailingly courteous, efficient, and exceedingly good at their jobs. If it was not for this crew of hardworking cleaners, this office would quickly become an unworkable mess but they keep everything looking great.*

*Thank you!*

*Lee-Gwen Booth  
Open Colleges Student Support  
Centennial Plaza*

*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  
Chifley Towers*

*I just want to point out that Emily, the day time cleaner is nothing but short of a miracle.*

*She is so good at her job and whenever there was a problem in the past I raised it with her and she attended to it while on site.*

*Not too sure if Emily is the one that comes back at night but please note the above.*

*Kind regards  
Ashlea Taylor | Receptionist  
EML Level 6, 266 King St  
Newcastle NSW 2300*