



STAFF NEWSLETTER

July 2018

INDUSTRY NEWS



FROM THE CULTURE AND STRATEGY DIRECTOR

KEY DATES

BIC Services is excited about a range of new initiatives we are launching, to recognise and work with our indigenous peoples.

The company has been fortunate to have received guidance from Reconciliation Australia about what we can do. This has led to a comprehensive [Reconciliation Action Plan \(RAP\)](#).

Our plan is based upon; building awareness of our indigenous peoples, rolling out training at all levels, establishing partnerships with indigenous organisations, and accelerating indigenous employment opportunities in the company.

Some specific initiatives included, partnering with Supply Nation, ratifying our RAP, acknowledging the original owners of the land at Ryde - the Wallumedegal people, and partnering with the Literacy for Life Foundation. At a local level we have begun to display indigenous artworks at our Head Office; and are in negotiations with the Aboriginal Employment Service to hire an indigenous trainee.

It's a start but we are determined to make a difference.

UPCOMING KEY DATES



- **Jeans for Genes Day – Children's Medical Research**
- 3 August
- **International Day for World Indigenous Peoples**
- 9 August
- **Keep Australia Beautiful Week**
- 20 to 26 August
- **World Humanitarian Day**
- 19 August
- **Daffodil Day**
- 24 August

BIC UPDATES

WORKPLACE HEALTH & SAFETY UPDATE

A **Take 5 pre-start checklist** provides a way for you to identify any health, safety and environmental hazards on site.

The Take 5 process involves five steps: 1) Stop - observe the site, take time to think about the job; 2) Look - around and identify potential hazards; 3) Assess - the level of risk involved with the hazards; 4) Plan - implement suitable control measures; and 5) Safely - complete the task..

REMINDER OF WHS WET FLOOR

PROCEDURE: We use Cone Wet Floor Signs for all entrances and exits to buildings and also in foyers during wet weather and also when cleaning or there is a wet floor for any reason.

These tall cone signs are more visible and must be used at all times in replacement of the folding floor signs for these areas. You must use multiple Wet Floor Cones so that they are clearly visible from all angles when entering and exiting the building. All Wet Floor Cones should be spaced at intervals of no greater than 5 to 10 meters so that signs can be seen at all times. The number of Wet Floor Cones to use will depend on the size of the building so ask your Supervisor if you are not sure. We also use Closed for Cleaning Doorway Signs which are suspended across doors. These door signs must be used whenever you are cleaning any toilet or kitchen area. These areas will be off limits during cleaning and will not be accessible to the public under any circumstance. Any public who removes these signs must be reported to security and your Supervisor immediately. The signs must also remain in place until the floors are completely dry, especially after

mopping - you will need multiple door signs so that you can leave them in place to allow the floors to dry so, ask your Supervisor if you do not have enough signs. Staff must check the floor before removing the signs to ensure that they are dry. These door signs are to be used at all times - during and after hours.

We believe **all employees have the right to work in an environment free of discrimination, bullying or harassment.** All employees are treated on their merits, without regard to race, age, sex or any other factor not applicable to the position. It is against the law for someone to harass you or for you to harass someone else. The company does not tolerate any form of harassment, bullying or discrimination and any reports of this conduct will be treated seriously and investigated promptly, confidentially and impartially. All complaints can be directed to your Supervisor, Manager or the HR Manager directly. Any incidence of this type of behaviour may result in immediate termination.

Unethical Conduct - At no time are you authorised to be involved in or facilitate any unethical conduct such as: Cash payments and cash repayments of any type; Paying anyone for hours not worked, including paying partners/friends or the like for hours worked by another staff member; Falsifying hours worked or Attendance Registers; Taking bribes or loaning money for any reason; and Bullying, harassing or intimidating anyone. If you have any incidents of this nature please contact the HR Manager at Head Office.

BIC UPDATES

EMPLOYEE OF THE MONTH



David Espinoza – 44 Market Street, Sydney

“I would like to thank take this opportunity to thank David for his ongoing excellent performance and congratulate him on achieving employee of the month.

David is hard worker and we are truly grateful to have him at 44 Market Street.”

Yildiz Ergin
Area Manager



POSITIVE FEEDBACK



I just wanted to drop you an email and let you know the significant improvement we have noticed since the arrival of Tarek at 33 Alfred Street.

We have tried to not put too much pressure on Tarek but he has taken it upon himself to stamp his high expectations on all BIC staff at 33 Alfred Street creating a noticeable difference in the cleaning.

This has been noticed by the Building Management Team and AMP Services and is greatly appreciated.

Angelo Cavaliere
General Manager
33 Alfred Street , Sydney NSW

We have been tenants at Level 20, 12 Creek Street Brisbane where B.I.C. Services have been providing the common area cleaning services.

Throughout our time and in particular during our final weeks of operation we wish to commend the stellar support received from Mr Rahul PATEL and his various colleagues assisting us in the disposal of waste material as an outcome of us clearing out our offices.

Herewith a BIG THANK YOU to B.I.C. in their great support in helping us when we needed extra assistance.

Karin Dale
General Manager

I just wanted to thank you for your responsiveness yesterday when we needed some extra cleaning in the ladies toilets yesterday due to the workshop being run onsite.

We appreciated having one of your team respond quickly to our request.

Robin Jeffs
Manager
Australian Institute of Family Studies
40 City Road, Southbank VIC