



STAFF NEWSLETTER

August 2018

INDUSTRY NEWS



FROM THE STRATEGIC DEVELOPMENT DIRECTOR

KEY DATES

At BIC we understand that our most important resource are our employees. We are increasingly investing in training and development of all staff from our cleaners to our managers.

BIC want to ensure that we have the best trained and highest paid network of people who are collectively working toward our common goal of being the employer of choice and setting the standard in the cleaning industry.

BIC would like to thank all of its dedicated, loyal and hard working cleaners and staff who have made it possible for us to **recently win contracts at 60 Castlereagh Street, Sydney and 6-8 Nicholson, Melbourne.**

Together, working as a team, we can reach new heights and solidify BIC's strong reputation.

BIC will strive to create new partnerships which will contribute to the wellbeing of all its employees well into the future.

Welcome to all our new employees and we hope your journey with us makes you feel inspired, rewarded and a part of our family.

UPCOMING KEY DATES



- **Fathers Day**
- 2 September
- **Indigenous Literacy Day**
- 6 September
- **International Literacy Day**
- 8 September
- **R U Ok? Day**
- 14 September
- **World Health Day**
- 29 September

BIC UPDATES

WORKPLACE HEALTH & SAFETY UPDATE

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 not belonging to you then you must immediately 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.

Do not talk to Client staff, other than in a manner of simple greeting, unless spoken to directly to be asked a question regarding a cleaning task. Do not talk about work to anyone other than your Supervisor or Union representative. Do not engage in lengthy or personal discussions whilst on the work site.

At no time are you allowed to store anything that will obstruct a fire cupboard or fire fighting equipment- these areas must be kept visible and clear at all times. In addition, you are not authorised to store any cleaning equipment in client areas not authorised as a cleaner's store, including tearooms, toilets, etc.

When using any large equipment, such as a floor scrubbing or polishing machine, you must first test the machine in an open area to ensure it is not kicking. Make sure that you keep a safe distance from any ledges or surfaces-at least 0.5 metre. When using an automatic scrubber you must always move in a forward direction, adjust the speed to suit the work area, allow enough space for turning the machine without coming into contact with any ledges or surfaces and never use in narrow areas or on tenancy floors. If you are in any doubt consult your Supervisor.

BIC UPDATES

EMPLOYEE OF THE MONTH



Mohammed Alamgir – 100 Pacific Highway, North Sydney

Mohammad assisted us on Saturday morning during a flood incident caused by a burst sprinkler head, inside a construction site on Level 15 at 100 Pacific Highway.

He was onsite and attended to the levels below with the wet vac. His quick actions saved the affected areas from potential water damage and tenant disruption - the tenant was able to use the boardrooms in the morning without any issues.

Thanks to Mohammad for his great effort.

Tony Islam
Area Manager



POSITIVE FEEDBACK



Elaine has always been very responsive to our requests.

We are quite reactive with our cleaning requests and Elaine will always do what she can to action as per our requirements.

Last year Deloitte completed a full office refurbishment, Elaine and the team were instrumental in assisting us with clean-up of old floors as well as cleaning up the our new floors prior to occupation.

Many thanks

*Lena Kozera
Senior Service Delivery Manager
Riverside Centre*

I have been with Yancoal for 4 years. In this time the general cleaning provided to our floors were always consistent and clean. If a staff reported sick or on leave, there will always be someone covering to make sure the cleaning has been done. Whenever we ask for an extra service, Ali will attend to the request and talk to me to understand what is our expectation and explain what will be provided.

If I call Ali for an emergency cleaning, he will come within 5 minutes to see the job and send someone to attend to it with no delay. Ali, I really appreciate your work, your approach to issues and endless effort and attendance to matters. Keep on the good and hard work. Your personality compliments all the above.

*Hala Shafik
Corporate Receptionist
Darling Park*

Hi Ash, just want to pass on my thanks to Norland and his team. I know there was quite a lot to clean up after the cutting down of the desk poles.

The place looks great and they have done an excellent job under the circumstances. Really appreciate what they have done.

Thanks Andrew

*Andrew McCully
Manager, Delivery
Salmat*