

GROWTH AND SUSTAINABILITY

Directors Message

In this edition I would like to share some of the exciting developments and achievements of the past year. I would also like to take this opportunity to welcome some of our new clients; BP Australia, Edwards Dunlop, ExxonMobil, Knox City Council, Hoyts Cinemas, Tyco Water, Melton Shire Council and Sodexho/Westpac Branches, Vic&Tas.

I am pleased to announce that the recent Ombudsman's report has vindicated the company's position. We look forward to continuing our commitment to the Department of Human Services.

GJK has embraced the sustainability platform and is in the process of accessing what is the appropriate framework that will set out principles and indicators that our organisation can use to measure and report their economic, environmental, and social performance. As well as responding to pre-existing challenges, we will also foster initiatives and projects that proactively create thought leadership on this important issue.

I am extremely passionate about our involvement with other Industry Organisations and recently had the privilege of participating on the Reference Group with the Victorian Small Business Commissioners Office in the release of the report 'Forming and Maintaining Winning Business Relationships'. This study highlighted conduct by many business organisations and revealed that successful companies 'big and small' believe that an imperative part of their process is transparent relationships with their staff and clients.

Congratulations to all involved with the recent 2007 Golden Service Awards held in October whereby GJK received 7 finalist recognition awards and an outright award for Siemens Head Office in Bayswater Victoria.

At the foundations of our success has been continued training and development. In August this year another 20 staff members consisting of Managers and Site staff successfully completed an Accredited Five Day OH&S Training Course. We also will be continuing with our GJK 'In Action Series' next year.



George Stamas, Director, GJK



"I would like to offer my thanks to all staff, clients and suppliers for their contribution and support over the last year. Merry Christmas, have a great break, enjoy your time with your loved ones and be proud of what you have achieved"

GJK Sponsors AUSA In Conjunction With SAG

GJK together with Service Alliance Group (SAG) sponsored the 2007 Australasian University Safety Association (AUSA) Conference held in Melbourne on 4th - 6th July.



Mario Vella-West, CEO, GJK (Left), Warwick Bennett, University of Canberra (Middle) Ross Mitchell, SAG (Right)

Making contact with Universities from all over Australia, this was a very rewarding opportunity for GJK to be recognised as a key player in all aspects of Facility Services. Delegates came from all Australian states and the UK with keynote speakers discussing safety from all angles.

Golden Service Awards

It is with pride and pleasure we are able to record that once again GJK has been recognised for the outstanding contributions to the rapidly evolving Building Services Industry. The 2007 Kimberly-Clark Golden Service Awards, the premier recognition of achievement and commitment to higher standards of excellence in the industry across Australia and New Zealand, were held at Doltone House in Sydney on 17 October. GJK Facility Services were outright winners in the category of Commercial Offices 5,000 - 40,000 sq. m. for Siemens Head Office in Bayswater and were recognised as seven finalists in five categories, namely: Manufacturing Contract > \$500,000; Manufacturing Contract < \$500,000; Commercial Offices < 5,000 sq. m.; Commercial Offices 5,000-40,000 sq. m.; and Education: Tertiary & Other.

We take this opportunity to thank our clients for giving their time and support. Special mention must be made of the Operations Team who again proved to be outstanding performers in the service industry, and are recognised accordingly by their industry peers.



Left to Right: George Tsimbouris, Mick Portuguese, Mario Vella-West, George Stamas, Don Wilson and George Sarkissian from GJK

FMA 'Corporate Supporter Of The Year' Award

At the Facilities Management Association of Australia's Annual Gala Awards Dinner in recognition of those members who have made outstanding contributions to FMA Australia during 2006/07, GJK were presented with the Corporate Supporter of the Year Award. This was in recognition of the Company's generous support provided to FMA Australia, at both National and Branch level, through sponsorship of FMA Australia events and initiatives, attendance at FMA Australia events and FMA Australia membership.



Mario Vella-West, GJK Facility Services CEO (left) Andrew McEwan, FMA Australia Chair (right)

GJK is proud to be the major corporate supporter for the FMA Victoria Branch Forums, and the 2006 & 2007 Annual FMA Christmas Lunchees. GJK also sponsored a Golf Cart at FMA's Annual Golf Day in 2007 during which a great time was had by all.

FMA Victoria Wins 'Branch Of The Year' Award

GJK would like to congratulate FMA Victoria on being presented with the FMA Australia award for Branch of the Year. This has been in recognition of the Victorian Committee's passionate commitment to elevating Facilities Management to be recognised as the truly vibrant profession that it is. The Branch has been seen to run extremely successful networking and professional development events, achieving high levels of membership growth and retention, and contributing positively to the association as a whole.

George Stamas is the Vice-Chair of the FMA Victorian Branch Committee and is responsible for Advocacy and Action Agenda.



FMA Australia Victorian Branch Committee Members, Mike Rowlands (left) Martin Leitch (centre), Trish Ferrier (third from right), Lou LaDella (second from right) Greg Burnham (right), Kris Greenwood, Victorian Branch Chair (front left) and Derek Wilson (front right), Andrew McEwan, FMA Australia Chair (second from left) and David Duncan, FMA Australia CEO (third from left)

Celebrating New Contracts!

Department of Human Services - Office of Housing



GJK have retained two regions of Office of Housing estate in Melbourne and was successful in securing Inner Metropolitan North Region. The contract term is eight years with an expected contract value of over \$50M dollars.

ExxonMobil



In April 2007 GJK were successful in winning the cleaning contract for ExxonMobil sites across Victoria and South Australia. The contract, for five years and valued at \$6M dollars, is for a total of seven sites including the commercial Head Office in Southbank, and various refineries and plants in regional Victoria and South Australia.

Shire Of Melton



Starting in October, GJK commenced the cleaning of all Shire buildings throughout the Melton Region, incorporating 33 buildings. These comprise various usages from the main Civic Centre to Recreation Hall and child care centres. The contract is for a four-year period, with a total expected value of over \$2M dollars.

Hoyts Cinemas



From a July 2006 contract for cleaning four cinemas in Melbourne, Hoyts increased the contract in July this year to eight cinemas in Victoria in recognition of 'exceptional service' and extended the current contract by a further two years, with a value in excess of \$3.5M dollars.

Sodexho Australia (FM) Pty Ltd Awards Westpac Branch Network Clusters in Vic/Tas



With a process lasting approximately 12 months to date, Sodexho (responsible for both the contract and management of the Project) awarded GJK in excess of 86 Branches and 2 key Corporate Centres for the Westpac Bank with a contract value of approximately \$3.5M. GJK Facility Services looks forward to working and developing a long term working relationship with Sodexho, a leading global provider for food and facilities management with over 329,000 employees worldwide and a turnover of US\$15.5 Billion operating in 84 countries.

What's New In OH&S?

GJK Occupational Health and Safety (OH&S) representatives have completed an 'Initial Level Five Day OH&S Training Course for Health & Safety Representatives & Managers' in August/September. This was made up of 20 participants, which included Management and Site Representative Operators.



A GJK Central OH&S Committee meeting was conducted during September with excellent participation from new, recently trained, committee members.

An OH&S and Environmental Management Systems external audit was conducted by SGS in October, with the overall required results to ensure the maintenance of our accreditations - AS/NZS 4801 - Occupational, Health & Safety and Risk Management and ISO 14001:2004 - Environmental Impact Minimisation Management System.

A change in the Victorian OH&S regulations, effective July 2007, had the effect of streamlining 13 regulations into one, although the overall impact remains as before, GJK will continue with current IMS practices in compliance with the Act.

In the event of an emergency due to a pandemic influenza outbreak, GJK have developed a 1st draft which has been accepted by a key client.



Meet The Support Team

In each issue of the GJK News Review we invite you to meet some of the people who make things happen, not only in the marketplace, but also behind the scenes.

Carmel Lustri - Executive Relationship Manager



Carmel joined the team at GJK two and a half years ago, having worked in many facets of the business environment for 25 years, mainly in the marketing side. As Business Manager she enjoyed showcasing photographic art exhibitions, and as Business Development Manager was working together with teams in taking companies overseas, particularly enjoying developing the trade shows in Germany and UK.

Carmel's main strength, as she herself sees it, is networking with people. "My role is challenging; I enjoy interactive environments, and find GJK very rewarding", she says.

"As Executive Relationship Manager for GJK, I have the pleasure of developing close integral relationships, developing an alignment with existing GJK key clients and participating in marketing and profiling GJK Facility Services in the industry. I am passionate about ensuring that the integrity of our organisation within our industry allows us to be viewed as a leader".

For recreation Carmel loves walking on the beach, an all-year-round pastime, and in the winter - when she can get away - skiing in the snowfields.

Shane Williams - General Manager Business Development



Shane joined the GJK Senior Management Team in April 2007, after acquiring over 20 years' experience in the property services and hospitality industries. Commencing his career in hospitality in 1983, Shane spent 10 years developing his customer service and staff management skills throughout all departments and facets of major hotel operations, culminating in a senior management position with a major CBD hotel. Since entering the Property Service industry in 1993, Shane has held a number of senior management positions with both major national and local property service providers in Victoria and Queensland. Shane brings to GJK a vast store of knowledge of client service needs and innovation customer service solutions.

Married to wife Jane for nine years, Shane has two teenage children: Jordan, 16 years old, and Taylor, 14 years old.

Vasa Kotevska & Alwathiq Mahmud - Site Operators

Vasa and Mahmud are two of our staff members at ExxonMobil. The following quotation was received from the Management at their Southbank Head Office.

"Vasa and Marmoot always represent GJK in a professional manner, greeting staff with a positive attitude and a smile, even when asked to do the most menial task. They align themselves with our values, follow every job through without hesitation and endeavour to add value to GJK's name and reputation".

Vasa responded "thank you for that, it is nice to be appreciated".

Season's Greetings

