



Continuing to Flourish

Director's Message

Welcome to our winter edition of GJK News Review for 2009. As businesses across Australia breathe a sigh of relief that the end of the financial year is over, many will also take the opportunity to assess the highs and lows of the last 12 months.

I am proud to say that GJK Facility Services has continued to build upon its strong foundation, and the continued expansion of our client base is testament to our respected reputation in the marketplace.

Our successes, despite the struggling economy, can also be attributed to our unwavering focus on our clients, ensuring we continually improve upon our services, processes, and client relationships.

Part of ensuring we continue to grow, is keeping our commitment to sustainability at the forefront of our practices and vision moving forward. We are actively pushing forward with our Global Initiative reporting requirements, and we will continue our sustainable practices in order to reduce our carbon footprint and minimise our impact on the environment.



Green was also the theme of GJK's exhibition booth at FMA Australia's national conference – Ideaction 09, held at the Melbourne Conference and Exhibition Centre from the 6th to 8th May. We were thrilled with the response from conference delegates who took the time to visit us and discuss our services and GJK's vision for a more sustainable future.

The ideaction 09 Conference outcomes proved once again why FMA Australia's national conference is a significant industry event, crucial to motivating better practices and development within the industry. For GJK, the event was also a valuable opportunity to network with our clients, and develop a deeper understanding of how we can service their needs more effectively.

I look forward to working with you all in this new financial year, as we continue to build on our successes.

George Stamas, Director, FAIM

GJK Supporting Industry



GJK Facility Services renews Corporate Support for FMA Australia

GJK Facility Services is proud to announce the renewal of our corporate support for FMA Australia events for the next five years.

"Securing corporate support in the form of financial sponsorship is vital to running a successful peak national industry body like FMA Australia. FMA Australia is delighted that long standing member and corporate supporter, GJK Facility Services, has extended its sponsorship of the Association's Victoria branch activities. Sponsorship enables the Association to develop initiatives that benefit its members and the broader FM industry and we are grateful to GJK Facility Services for its continuing involvement and support. Indeed it is a glowing testament to the value and importance of such mutually beneficial sponsorship arrangements," said David Duncan, CEO Facility Management Association of Australia.

GJK Facility Services at the FMA Australia ideaction Conference, 6 – 8 May

GJK Facility Services take an active role in supporting the objectives of FMA Australia, and this year was no exception with GJK Facility Services sponsorship of the FMA Australia ideaction 09 Gala Night dinner. 400 guests enjoyed the resplendent atmosphere of the Savoy Ballroom at the Grand Regent Hotel, enjoying the fantastic entertainment while celebrating the year's achievements with friends and colleagues.



For GJK, ideaction 09 was also the perfect opportunity to showcase our sustainability credentials by having a green-themed exhibitor booth at the ideaction Conference Exhibition.

GJK Facility Services constantly strive to add value to their client's facility solutions, with active support and participation in programs such as environmentally responsible waste recycling services and corporate awareness campaigns for their clients.

Once again, GJK's involvement with FMA Australia's national conference proved to be an indispensable opportunity to learn more about our client's needs and to reinforce

GJK's message of sustainability to the industry.

GJK supporting charities and your community

GJK Facility Services are proud to support Open Family Australia, an organisation dedicated to providing support services to young people who are at risk and socially disadvantaged in our society. Open Family has been working since 1978 with some of Australia's most marginalised youth, linking them to the services and helping them reconnect with their family and communities.

Open Family's team of youth outreach specialists work closely with young people, providing them with unconditional support and linking them to services such as housing, drug and alcohol programs, education, employment, health agencies, wellbeing programs, legal assistance and counselling.

GJK has had a longstanding relationship with Open Family and continues to provide cleaning and facilities services at reduced rates to the organisation. GJK also actively supports Open Family events such as the *Night on the Streets* Gala Ball, which was held on May 9 at the Grand Hyatt's Savoy Ballroom.

GJK Facility Services Executive team were there in force to lend their support with some spirited bidding for some of the auction items offered, raising much needed funds for the valuable work Open Family do in providing outreach support and services. For further information on Open Family Australia, please visit their website at www.openfamily.com.au



GJK May Lunch Forum with Guest Speaker The Hon. Bill Shorten MP



Both GJK Staff and clients enjoyed an inspiring lunch at GJK Facility Services' Head Office on Friday, 29th May. Guest speaker for the day was The Hon. Bill Shorten MP, Parliamentary Secretary for Disabilities and Children's Services.

The Hon. Bill Shorten spoke on the current political climate and the changes a new Labour government will bring moving into the future. He also shared his passion for driving businesses to offer more opportunities to the disabled members of our community. The lunch was a great opportunity for GJK to network with clients and to hear from an inspiring speaker on a topic of critical importance.

OH&S, Environmental and Quality Assurance: The handling of Sharps

For GJK Facility Services, keeping all staff updated with OH&S developments is an integral part of risk management and ensuring employee safety. Other areas which need to be regularly revisited are the daily risks which may be encountered by day and night cleaning crews. One constant risk which management must ensure cleaning staff are addressing effectively is the handling of sharps: hypodermic needles, lancets, razor/scalpel blades or any other instrument which could result in puncture injuries or damage to skin. The main risk associated with a needle stick injury is the acquisition of blood borne viruses such as HIV (AIDS) and Hepatitis B or C.

Below are some key procedures that must be followed when dealing with sharps:

- Never put your hands where you cannot see or run fingers behind toilets, wash basins, cupboards. Never put your hands into bins.
- Never pick up a sharp with your bare hands.
- Contact your supervisor or the client (depending on what has been previously arranged when disposing of sharps).
- Put on heavy duty gloves.
- Use tongs to pick up a needle or syringe and put it in a sharps container.
- Do not hold (or have someone else hold) the container while you are putting a syringe into it put the container on the floor.



Business Update

GJK's commitment to delivering exceptional customer service is highlighted by our recent success in the marketplace with the following contracts won and renewed over the past few months:

State Library of Victoria (won)

GJK was successful in securing the State Library of Victoria contract through an open tender. GJK are looking forward to the opportunity in providing cleaning, hygiene and waste management services to this iconic Melbourne building.



Brookfield Multiplex Services – Department of Treasury & Finance (won)

GJK are excited to announce the commencement of a major government contract through Brookfield Multiplex Services for the Department of Treasury & Finance. This extensive contract includes all sites in the Treasury Precinct and a number of Metropolitan and Regional locations in Victoria. Services encompass cleaning, waste management, hygiene, road sweeping, recycling and document destruction providing employment opportunities for over 70 new employees at GJK.



Siemens (Renewed)

GJK are pleased to successfully retain the public tender for cleaning services at Siemens National Head Office in Bayswater, Victoria.



APIA (won)

GJK have secured the contract on a number of sites for the Australian Pensioners Insurance Agency (APIA) servicing a number of sites across Australia.



The above successes demonstrate that while a tough economic situation faces the marketplace, GJK Facility Services is able to accommodate its customers' needs through effectively understanding the issues they face.

GJK People

It is widely known that part of GJK's success can be attributed to the honest and reliable approach we take in delivering our services to clients. This month we meet those staff members who have taken on new positions within the company and we also meet the latest additions to our team.



Melanie Lewis

Melanie first joined GJK three months ago as a part-time receptionist, but has since moved into the Business Development area of the company to utilise her extensive skills in copywriting and editing. Melanie has been working hard to fine tune tender documents and build a comprehensive library of GJK's tender documentation. Melanie brings a keen eye for detail and a commitment to ensuring information provided to clients is clear and concise.



Vanessa Phillips

Vanessa Phillips joined GJK Facility Services as a temp receptionist in April this year. After a month, we asked Vanessa to join us in a permanent part-time capacity as a Customer Services Officer. Vanessa has extensive experience in office administration and is also completing her BA in history alongside her work at GJK. Vanessa's warm and vibrant personality has been a welcome addition to the GJK team.



Tomas Bonilla

Tomas recently joined GJK as Customer Service Manager for the Brookfield Multiplex Service's Treasury contract. Tomas has more than 20 years experience in the cleaning industry, and has worked in a variety of roles: Cleaner, Supervisor, Area Manager, Special Projects Manager and Operations Manager. Tomas will bring his wide range of expertise to make sure the Treasury contract runs smoothly, with the main focus on customer satisfaction. Tomas is looking forward to working in an enjoyable work atmosphere and making a valuable contribution to GJK Facility Services.



Parveen Rai

Parveen is the newest addition to GJK, joining the team at the end of June to work in partnership with Carmel Lustris as Executive Relationships Manager. Parveen will be dealing with all new clients, developing relationships and ensuring the transition process is an easy one. Parveen will touch base with clients regularly to ensure services are being delivered effectively, and meeting customer expectations. Parveen has worked in the facilities services industry for the past six years and looks forward to working within the organisation and helping to build the company profile.



Deborah Brown

Deborah joined the GJK team in April, taking on the role of Branch Manager for the CBA banks. Her role will involve liaising with managers and ensuring that all 320 CBA sites in Victoria are delivered industry-leading services. Deborah has 17 years experience working in similar roles within the industry, and brings her exemplary customer service skills to the position.

Celebrating our Achievements



GJK would like to congratulate staff member Maria Panayi for completing her MBA 'Masters of Business Administration'. We have all been impressed at the way Maria has managed to continue her studies over the past four years while remaining a valuable member of our full-time staff here at GJK.

As an organisation we are very proud of her commitment and look forward to her utilising her skills in the workplace.