



## Meeting the Challenges

### Director's Message



Welcome to the Spring edition of GJK News Review for 2009.

I am proud to say that GJK Facility Services has started the new financial year well with the addition of a number of major contracts, while our continued commitment to our clients has meant that GJK continues to grow our client base in difficult times.

In order to capitalise on these strengths, GJK has adopted a more streamlined management structure designed to ensure that GJK maintains its present market leadership position, and to ensure the company is better placed to take advantage of key market sector opportunities into the future.

As always, GJK's success and strength is underpinned by our loyal staff, from senior management to GJK personnel providing services in the workplace, and I am proud of GJK's continued commitment to the ongoing development of our staff, and the GJK culture of mutual support and respect.

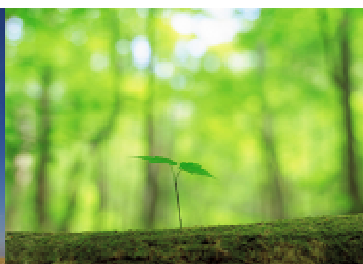
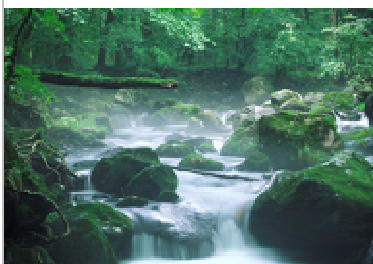
GJK Facility Services' many industry and workplace awards are testament to this commitment, and also to the professionalism and dedication of GJK staff.

GJK's support of industry and community engagement also came to fore recently through GJK's work with the CEO Forum, a group of industry and government leaders formed at the request of The Hon. Bill Shorten, Parliamentary Secretary for Disability and Children's Services. The group was formed with the aim of working to improve employment opportunities for people with disability.

GJK are proud to be a supporter of this initiative and recently signed a Statement of Intent, entitled *Working together for ability*. The Statement of Intent was announced by the Hon. Bill Shorten recently at a Press Conference, and is part of a broader package designed to assist businesses to provide employment opportunities for people with disability.

I look forward to working with you in meeting the challenges imposed by an economy yet to recover, and lead the way in building on our success.

**George Stamas, Director, FAIM**



## GJK Structure Change.

In recent months, GJK Facility Services has implemented a management strategy designed to improve its market leadership position, and to ensure GJK remain totally responsive to current and projected market needs.

The implementation has seen the role of CEO relinquished, and a more streamlined management structure adopted that includes the newly created role of Executive General Manager.

Lou La Delfa has been appointed to the role of Executive General Manager, and Lou will be responsible for Business Development, Operations, IMS, Helpdesk, Executive Relationship Managers, and Administration, and his primary focus will be on business growth and business retention.

The role of Finance has equal standing, and will be ably managed by Kaye Jowett.

GJK Facility Services staff have always shown great support for the objectives of the company, and the focus of the management strategy is to leverage this support to gain greater staff ownership, commitment and collaborative focus in meeting and answering the challenges faced in these difficult times.

An integral part of the strategy will be an increased focus on new business and to this end a Business Development workshop has already been held to identify the market segments, strengths and opportunities that exist in the current and foreseeable future, and to identify the tactical requirements needed to support the business strategies developed.

An Operational workshop is planned to identify current operational procedures and practices in business retention, and to maximise GJK's current potential in retaining existing business. GJK Facility Services streamlined management structure will assist in meeting the challenges of current market conditions and set the platform for continued growth into the future.

## GJK Facility Services shares the praise in Exxon Mobil's 'President Award for Safety' for Australasia.

Exxon's Head Office in Australia at Southbank was recently presented with the 'President's Award for Safety' for the whole of Australasia, which covers all the refineries and administration buildings within the region.



Due to the volatile nature and safety requirements of its fuel refinery business, Exxon Mobil is extremely stringent with their Occupational, Health and Safety (OH&S) practices, and this policy extends to external maintenance service providers and facility services providers such as GJK Facility Services.

Strict policies, monitoring and reporting procedures, documentation and codes of practice, including detailed task risk-mitigation practices, the complete banning of all mobile phones and pagers, and the wearing of custom-made fire-retardant overalls, mean that GJK Facility Services personnel are very much team players in minimising safety risk, and an integral part of Exxon Mobil's OH&S performance management achievements.

GJK Facility Services responsibilities for Exxon Mobil extend to two sites in South Australia, head office in Southbank, the Altona oil refinery, the Yarraville and Spotswood petrol tanker terminals, the Longford and Sale gas plants, and the Hastings gas terminal.

Acknowledging GJK Facility Services' contribution toward the Australasian region's outstanding OH&S performance, Exxon Mobil recently held a presentation ceremony, where GJK management and employees were officially recognised and commended.

## GJK Supporting Industry

### FMA Australia

GJK Facility Services are a proud and steadfast supporter of FMA Australia events and initiatives, and encourage the networking opportunities and knowledge shared during these events, concerning the issues and challenges managed by this key industry sector. GJK look forward to maintaining the relationships fostered through our active involvement with the association, and to learning more about the industry in which we operate.



### IFMA Rock the Foundation Tour



GJK continue to actively support industry events and initiatives that raise the profile of the industry, and provide for continued growth and development. The IFMA Foundation 'Rock the Foundation Tour' does exactly this through a series of low cost, high value industry presentations throughout the globe, to raise funds for the IFMA Foundation's education, research and scholarships programs for the facilities management industry.

GJK is proud to be a supporter of the 'Rock the Foundation Tour' series, which recently gave presentations on *Total Asset Management at Sydney Opera House*, and an *Australian perspective on Sustainability in Facility Management* in Kuala Lumpur, Malaysia in June earlier this year.

Dave Brady, President and CEO of the International Facility Management Association (IFMA) thanked GJK for their ongoing support, and said in part: "...our sincere appreciation for your support. It will assist us in funding future research studies, educational endeavours, and our Accredited Degree Program. All of these efforts are designed to magnify the importance and relevancy of the facility management profession on a global basis." For more information on the IFMA Foundation initiatives, go to [www.ifmafoundation.org](http://www.ifmafoundation.org).

### GJK supports Disability Initiative



GJK Facility Services are proud to be a signatory to a Statement of Intent that supports improving employment opportunities for people with disability. Announced recently by The Hon. Bill Shorten, Parliamentary Secretary for Disability and Children's Services, *Working together for ability* is a Statement of Intent by signatories that include businesses, banks, unions, associations, government departments and recruitment services, to improve employment opportunities for people with disability.

Studies in Australia and overseas have shown that people with disability want to work, are very reliable and have comparably low rates of sick leave and accidents in the workplace across the entire workforce. Furthermore, around 1 in 5 Australians have a disability, and this represents a sizable percentage of workforce-available people.

At the instigation of the Hon. Bill Shorten, a working group of leaders from government departments and industry, known as the CEO Forum, was formed to develop strategies to improve the employment opportunities for people with disability, and GJK Facility Services were part of this group. One of the outcomes of the group's endeavours has been the Statement of Intent.

**Working together  
for ability**

A new commitment from Australian business,  
community and Government leaders

The Statement of intent also acknowledges the Government's commitment in this area through its *Disability Action Plan – a framework for business*. The *Disability Action Plan* is a flexible framework that provides ideas and resources to help more businesses successfully attract, retain and develop people with disability in the workforce, and these plans are available on the FaHCSIA website at:

[http://www.fahcsia.gov.au/sa/disability/pubs/employers/Pages/dap\\_framework.aspx](http://www.fahcsia.gov.au/sa/disability/pubs/employers/Pages/dap_framework.aspx)

GJK Facility Services' signing of the Statement of Intent is a significant step in demonstrating a commitment to progressing employment opportunities for people with disability, and GJK will continue to work together with leaders in government and industry to promote the benefits across the Australian community.

## GJK support the BSCAA Grand Final Luncheon

Always an active supporter of industry engagement, GJK Facility Services recently supported the BSCAA Grand Final Luncheon held at the MCG held on 23<sup>rd</sup> September. GJK brought a number of clients to the event to say thank you for their business and for their support throughout the year.

The presentation on industrial relations was well received, as was football legend Peter Hudson's humorous and inspirational address.

The GJK Executive team were on hand to help GJK clients celebrate the upcoming Grand Final and the event proved to be a great success with excellent feedback from clients.



## IMS Update

### GJK Facility Services' IMS Audit Success



As part of GJK Facility Services ongoing commitment to best practice management processes and sustainable outcomes, GJK implemented the Integrated Management System in April 2004. This system is made up of three accredited standards, and these standards are externally audited by third party accreditation auditor, SAI Global.

SAI Global recently conducted our Tri-annual thorough four-day audit of GJK Facility Services practices and procedures, and the purpose of the re-assessment was to determine the capability and effectiveness of GJK's management system in ensuring continual compliance with customer, statutory and regulatory requirements and in meeting its specified objectives and the conformity of the management system to stated criteria.

GJK Facility Services are proud to announce that SAI Global found that the strengths of the system included the following:-

- Both management and operational staff had good knowledge of the system and processes.
- The quality, environment and OH&S management systems were well integrated and the integrated management system (IMS) functioned well.
- The proactive approach towards a sustainable environmental business was commendable.
- The Site Operation's Cleaners Handbook provided excellent OHS and environmental information for the cleaners.
- Client communication and tracking of OFI were very well managed.
- Corporate Team Meetings were used well to track the progress of tenders and contracts.

SAI Global announced that no 'non-conformances' were identified during the audit, and that their recommendation from the audit was that certification continue for the IMS System.

## GJK's Sustainable Fitout

The GJK Facility Services Head Office at 135 Cromwell St, Collingwood has had a chequered history, originally serving as the factory for Crosby and Hush Puppy Shoes. While the building still retains a lot of its original character and charm, extensive work has been done by GJK to provide a comfortable work environment for management and staff, and to enhance amenity for occupants and visitors alike.

GJK's commitment to sustainable practices has seen two green fitouts within the building, namely within the men's toilets where natural light supplements the new time-controlled switches, and through the use of water-saving amenities. Secondly, with the fitout of the 'new' GJK Operational Centre, where recycled workstations have been installed (with great effect) and where existing materials (including the Boardroom table) have been used to maximum advantage.



## Green Team Update



GJK Facility Services have been actively working toward the development of a sustainable environmental management plan for continual improvement, and as part of the plan GJK has instigated an environmental assessment report at head office to reduce the carbon footprint.

The environmental assessment report was conducted by an independent company, and generated some excellent recommendations in energy, water and waste reduction. GJK have formed a 'Green Team' comprised of a cross-section of management and staff to implement these strategies, with the ultimate aim of becoming a carbon neutral organisation.

The objectives of the green team are to review GJK's current practices with the stated aim of measuring, implementing and managing sustainable practices throughout 6 categories:

- Transport
- Water
- Energy
- Paper
- Waste Management
- Green Procurement

The green team will play an integral part in the data capture and collation of results that will be reflected in GJK's Sustainability Report.



## Business Update

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

### Royal Botanic Gardens - Cranbourne (won)

After going through an expression of interest process GJK was invited to tender and was successful in securing the contract for the Royal Botanic Gardens in Cranbourne. Since commencing the contract on the 1<sup>st</sup> of September we have been asked to quote on additional areas within the gardens which have resulted in the growth of this contract within our first month there. Services for the contract include the provision of cleaning seven days per week all year round covering areas such as the visitor information centre, public conveniences and barbecues, and office facilities.



**Royal Botanic Gardens Cranbourne**

### Australian Red Cross Blood Services (renewed and added)

GJK have retained the cleaning of all the blood service branches throughout Victoria, and added to the contract with the addition of the head office at Southbank, the Clarke St Southbank branch and the Kensington site. Services for the contract include regular and ad hoc cleaning services to the principal site and static and mobile sites. This contract requires staff to have specialised training as special precautions need to be taken when working in blood collection, processing, testing and storage areas.



**Australian Red Cross  
BLOOD SERVICE**

### BankWest – 5 sites in Victoria (won)

GJK had the opportunity to go through a selective tender process (as a result of our partnership with Commonwealth Bank) for the cleaning of five BankWest branches in Victoria, namely Glen Waverley, Mornington, Frankston, Dandenong, and South Melbourne. GJK were successful in competing for the contract, and services for the contract include cleaning of retail branches.



### Point Cook Community Learning Centre (renewed and won)

GJK originally serviced the contract as part of the City of Wyndham contract, until they moved to the larger location at the Point Cook Town Centre. GJK were invited to quote on the new and much larger site and were successful in securing this work. The contract requires services to be provided 7 days a week in some areas. Services for the contract include cleaning of Maternal and Child Health Centre, Community Rooms, Common Areas, Library, Public Toilets and External Courtyard.



### AA Holdings – Petrol Stations (won)

GJK were initially awarded two petrol stations, both on the Calder Highway, which we commenced cleaning in August. As a result of our work at these sites we were invited to quote for a further two and were successful in adding them to the portfolio, which will continue to grow in the coming months as we will have the opportunity to quote on more sites.



AA HOLDINGS

### Brookfield Multiplex Contract (addition)

Adding to the portfolio of the major government contract through Brookfield Multiplex Services reported in the last issue, GJK has been successful in securing the contracts for three Department of Justice sites including Ballarat, Box Hill and Berwick. Services include cleaning, waste management, hygiene, recycling, and document destruction.



## GJK People

### Lou La Delfa



Lou La Delfa joined GJK in April 2002, and in his current role as Executive General Manager, Lou is responsible for Business Development, Operations, Sales & Marketing, IMS, Executive Relationship Management, and Administration.

Lou's has previously worked in finance in the hospitality industry for 17.5 years where he was Financial Controller for a group of hotels, and also Assistant Group General Manager. Lou has also worked in Defence Department Facilities Management where he was State Manager for a Defence portfolio, as a State Manager for a horticultural company, State Manager for a commercial catering company, and more recently as the National Relationship Manager for the Service Alliance Group.

Lou has tended to work in Business Development and Operational areas, as well as strategic business development for companies continued growth.

### Tracey Gallagher



Tracey Gallagher joined GJK in May 2001, and in her current role as Executive Assistant to the Director George Stamas, Tracey's responsibilities encompass a host of different and varied tasks for George, who has a number of responsibilities in addition to his role as Director of GJK Facility Services. These include board member commitments in his role as Victorian Chair of FMA Australia and Victorian President of the BSCAA.

Tracey manages the many incoming calls from the various organisations that wish to correspond with George, as well as the notes and paperwork generated from the many meetings and engagements that form part of George's busy schedule.

As well as managing the external communication process, Tracey also manages the internal correspondence between George and senior management, the tracking of progress on the various projects undertaken, and the reporting of progress or outcomes of delegated tasks, as well as organising Senior Executive meetings.

Tracey manages general, administrative, and specialised tasks with meticulous eye for detail, professional focus, and the discretion required of someone who constantly deals with privileged information. Her role means that she must be able to work autonomously with all members of the company, and she also deals with a lot of external clients on behalf of George, supporting George with the numerous committee roles he has undertaken, as well as organising the boardroom lunches, the GJK Lunch Forums, travel arrangements, diary dates and so forth.

Tracey has 30 years of office experience in various administrative roles, working for many companies including Jones Lang, National Mutual Property Services, Deakin University, and previously worked for KPMG as PA to one of the Directors. Tracey was previously the Administration Manager and Executive Services Manager, and as the company grew the workload increased, and the roles were split.

Tracey loves her role, and is very dedicated and passionate about GJK, the GJK team environment, and its future in the industry.

## GJK People

### Eddie Reyes



Eddie joined GJK Facility Services in 2003 and currently works as the Contract Supervisor for the Victorian Government Office of Housing Account. Eddie's role is to support the Site Supervisors in North Melbourne, Carlton, and Brunswick East, ensuring the standards are met and the work is done.

In addition to this, under a program supported by the Victorian State Government and GJK Facility Services, GJK employ public housing tenants with a view to providing employment opportunities for them that might otherwise not exist, and GJK provide employment support with the training, equipment and the tools necessary to do the job.

Eddie and the GJK team have seen this program develop from humble beginnings six years ago, and have witnessed the incremental milestones achieved during this time to the success it is today. While Eddie's program objectives mean that he has a sizable share of challenges at times, Eddie and the team are proud of the program's achievements, and are committed to its continued success.

### Robert Challenger



Robert joined GJK Facility Services in April 2007, and currently works as the Contract Manager for a number of contracts, the major one being Exxon Mobil. The sites include the Exxon Mobil head office in Melbourne, the oil refinery in Altona, the site at Long Island Point in Hastings, the gas plant at Longford, and the terminals in Yarraville and Spotswood. In addition to these there are two sites in South Australia at Birkenhead (Adelaide refinery), as well as Warragul Police Station, Red Cross and Wormald in Sale, and Australian Lube Manufacturing in Newport.

Robert's responsibilities encompass all the management aspects of the contracts including pricing, management of staff, and the training, implementation and monitoring of rigorous OH & S policies. Apart from GJK's own staff OH&S meetings Robert and his team are also required to attend client-instigated Contractor Safety Forums, (which GJK senior management have also attended to understand the scope of the contract requirements).

Robert previously managed the facilities services contracts for Telstra Victoria and Tasmania, and the Southland cleaning contract, amongst others. Robert likes the culture at GJK, and appreciates the fact that everyone within the company is approachable.



*The Management and Staff at GJK Facility Services  
congratulates Mick and Karen Portuguese  
on their recent marriage on Saturday 10<sup>th</sup> October*

