



From Strength to Strength in 2011

Director's Message



As we finish another great year at GJK there is much to celebrate, and many challenges to look forward to with the New Year just ahead of us.

We are thrilled to have continued on our path of substantial growth during 2010, with the renewal and expansion of existing contracts plus the addition of some significant new contracts to our portfolio.

I am also proud of the reputation our hard-working staff continues to uphold in the marketplace. We regularly receive positive feedback from those who have enjoyed interactions with our staff in the various facilities we service. GJK staff are always appreciated for going the extra mile to ensure we consistently deliver the very best in customer service.

Despite our continued success, we always believe there is room to improve our processes and procedures to ensure we meet our client's expectations. In 2011, we will be working alongside our clients - anticipating their future needs to ensure we develop and grow as they do in the coming year.

We will also focus on reinvigorating our teams to ensure we have a targeted approach to service delivery, with a key focus on sustainable practices that value-add to our existing services while keeping us on track with long-term goals for environmental efficiency.

I look forward to working alongside you all as we take GJK from strength to strength in 2011. To all our clients, industry partners, and staff, I wish you all a safe and happy holiday season.

George Stamas, Director, FAIM

La Trobe Uni Students celebrate the year with GJK staff

La Trobe University residential students recently celebrated the end of the year with their annual Residential Ball, which also served as an opportunity to thank the staff that make life on campus a comfortable and happy experience. Topping the list of those invited were GJK cleaning staff who joined the students for a night of dancing, mingling and celebration. One grateful student summed up the residential students' appreciation of GJK's hard work: "Life would not be greatly different without our awesome team of cleaning staff". For GJK staff that attended, it was a fantastic evening and the acknowledgement for all their work was greatly appreciated.



Quick thinking GJK Staff receive Praise

GJK received a grateful letter of thanks from a QV customer who was attended to recently by some quick-thinking GJK staff members after she fainted in the food court. Alexandra Di Prima and Susie Pantic were quick to assess the lady's situation and assist her in finding help to get home safely. The customer thanked the prompt actions of staff: "I have never gotten such care from strangers in my life... I really appreciate it." GJK is proud that we continue to demonstrate best practice and genuine care in our day-to-day interactions with the public.

BSCAA Endorses Training Resource for commercial cleaners



The Building Service Contractors Association (BSCAA) has recently endorsed an OH&S resource to support commercial cleaners, as proposed by the Workplace Skills Unit at Swinburne TAFE in Victoria.

The Unit has received funding approval from the Department of Education, Employment and Workplace Relations (DEEWR), under the Workplace English Language and Literacy (WELL) Program, to develop the resource.

GJK Facility Services Director George Stamas serves as BSCAA Victoria President, and says the national training resource will be targeted at cleaners and will provide information, strategies and contextualised activities on OH&S. "The proposed training resource pack will use actual workplace scenarios, practices and procedures and will consist of a DVD designed to provide basic workplace safety training to new workers with low-level English language and literacy skills, as well as existing workers in need of a 'refresher' course".

"The DVD will be able to be used as an independent training resource or in conjunction with the instruction manual, and will be supported by information about adult learning principles, tips for assisting learners, ideas for assessment tasks, and suggested answers for review questions," Mr. Stamas said.

Margaret Regan, Project Coordinator at Swinburne's Workplace Skills Unit, says the resource will assist commercial cleaners in implementing safe practices in the workplace. "Commercial cleaners often use heavy equipment, perform repetitive manual handling tasks, and use and store chemicals which could cause serious injuries and long-term health problems for themselves and others, if not used correctly."

Once the project is completed, information about the resource will be available to all BSCAA members through its knowledge portal on their national website at www.bscaa.com

IMS Update – Successful IMS Audit

Last month SAI Global conducted a surveillance audit of GJK Facility Services to determine compliance of GJK's management system with the audit criteria; effectiveness in achieving continual improvement and system objectives; and to review the management of any changes in the organisation.

Strengths of the system included the following areas:

- The Green Team had implemented numerous environmental initiatives to increase staff environmental awareness and reduce energy and waste in the office
- Management meetings were effective for internal communication and also provided an excellent overview of the organisation's performance
- Involvement of client representatives at quarterly OH & S meetings
- KPIs were clear and concise, well communicated and monitored
- FileMaker Pro was used well to capture and rectify customer information including feedback and concerns
- The Brookfield Multiplex contract was well managed and demonstrated good implementation of management system requirements
- Job Safety Environmental Assessment (JSEA) sheets that quantify the risk on the back of the risk assessment sheet
- Annual refresher training for employees in JSEA and cleaning processes
- Excellent procedures covering all aspects of OH & S in the business

GJK are pleased to report that no 'non-conformances' were identified during the audit; with a recommendation made by SAI Global left that certification continues for all three programs.



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Health &
Safety
AS 4801
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Environment
ISO 14001
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GJK Supporting Industry



GJK is proud to continue its association with FMA Australia and continues to be a key supporter of the popular Victorian Branch lunches held at the RACV club each month. Recent topics for guest speakers have included Crisis Management, OH&S Essentials, and Working in Green Buildings - proving that the lunches continue to provide topical information while offering a great opportunity to network with clients and industry colleagues. We look forward to continuing our long-standing involvement with FMA in 2011.

Green Team Achievements in 2010



GJK Facility Services has been actively working towards the development of a sustainable environmental plan, both at a management level and at the ground level in our Head Office. Staff from each of the departments have been put into Green Teams that focus on minimising our carbon footprint across a number of key areas including: transport, water, energy, paper, waste management, and green procurement.

It has been fantastic to see how committed teams are to reducing our environmental impact, and the results of what has been achieved throughout the year are outstanding.

The Green Team has also been working in with the CitySwitch Green Office - a national tenant program which works with office tenants to improve their energy efficiency. CitySwitch helps businesses benchmark their performance and plan for improvement that can reduce operating costs and gain a competitive advantage by promoting their tenancy or building as a cost-effective, greenhouse-friendly place to work.

The following are the impressive initiatives that have been implemented by the Green Team during 2010:

- Removal of waste bins from offices and implemented central waste stations for waste streams - organic, co-mingle, paper and general
- Regular waste audits to measure contamination levels
- Secure document destruction for confidential information
- GJK became a signatory of the City Switch program on 29 June 2010
- Appointed an Energy Manager, Lonnie Arpaci
- Switched to a new Energy provider purchasing 50% green energy
- Placement of plants throughout the office including a green feature wall to improve air quality
- Office paper has been converted to Fuji Xerox Performer + Forest Stewardship Council (FSC)
- Prepared an energy action plan
- Improving staff switch off practices
- Conducted Lux meter reading to measure light illumination levels and compare with recommended standards
- De-lamping program for over-illuminated areas
- Commenced light replacement program – upgrade to energy efficient lights
- Set computers to power saving modes
- Identify areas of the office that can use sensor lights
- Identify equipment that can use timers



Thanks to the Green Team for their hard work and commitment, and to all GJK staff for embracing the changes needed to make a 'greener' Head Office. We look forward to continuing our commitment to sustainable practices in 2011.

GJK Melbourne Cup Function

Head Office staff at GJK enjoyed a great afternoon reliving the excitement of Australia's greatest horse race, with a Melbourne Cup themed catch-up in the office boardroom. The afternoon was a great way to unwind and spend time with colleagues while enjoying some drinks, nibbles, and games to get the heart racing. Thank you to the Finance & Administration Teams for hosting a fantastic event.



Business Update

GJK's commitment to delivering exceptional customer service is highlighted by our continued success in the marketplace with the expansion of existing portfolios plus the successful tendering of new contracts.

139 Lonsdale Street

Following a selective tender process, GJK was successful in securing the contract for 139 Lonsdale Street, with services commencing in September. 139 Lonsdale Street is a residential building and GJK services all the public and common areas.

Brookfield Multiplex

GJK has further grown its portfolio with Brookfield Multiplex with the addition of four sites including:

- DIIRD - 20 Enterprise Drive, Bundoora
- Vic Roads, Swan Hill
- DHS, Sunshine
- DIIRD, Sunshine



Vogue Plaza

Through a selective tendering process GJK was invited to tender on the cleaning services contract for Vogue Plaza. GJK was successful in securing the contract, commencing cleaning operations in June. Vogue Plaza is the newest addition to the Chapel Street Shopping precinct, featuring two major traders (Supermarket and Department Store) and 40 specialty shops.

Goulbourn Valley Water

Goulbourn Valley Water publicly advertised the cleaning services tender for 10 of its sites in the Shepparton and surrounding areas. Competition was tough with over 20 companies tendering for the work. GJK were thrilled to win the contract – commencing services in September. Two months later we were pleased to also be given the opportunity to add the Seymour site to the portfolio.



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 the latest additions to our team of exceptional staff.



Anthea Droszczak – Administration Officer, Finance Department

Anthea has recently joined the administration team at GJK, and brings with her enthusiasm and excellent time-management skills. She is highly organised and is looking forward to being part of a team-orientated workplace. Her most recent role was as Claims Officer and Accounts Payable for Alloys International.



Karen Ellis – Administration Team Leader

Karen Ellis is one of the latest additions to GJK, stepping into the role of Team Leader Administration for the Head Office. Her recent experience has been working for a family-run manufacturing company in Bulleen, but she also brings with her valuable experience from working in customer service and office manager roles. Karen will support Kaye and Tracey in ensuring the office runs smoothly and efficiently. She brings with her an ability to think outside the square and looks forward to bringing some fresh ideas to the role.



Rochelle Davis – Helpdesk Officer

Rochelle joined the IMS Team in July 2010. Her recent experience within the Customer Service Industry & Administration has ensured her smooth transition into the role of Helpdesk Officer. Rochelle's positive attributes & professional skills has been a great asset to the IMS Team and GJK as a whole.

Summer Love

GJK would like to wish staff member Nicole Atanasovski all the best for her upcoming wedding in early December. Following the wedding, Nicole and partner Dean will be enjoying their honeymoon in Las Vegas and Hawaii – we wish them both a fantastic celebration and holiday to follow.



GJK would like to offer its heartfelt condolences to the friends and family of staff member Vasa Kotevska, who sadly passed away in September. A much-valued member of our team, Vasa joined us in April 2007 when we commenced work at Southbank's ESSO House - where she had worked for a number of years. She will be sadly missed by all.