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FACILITY SERVICES GJK

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GJK News Review

Strengthening our Relationships

Director's Message

As we head into 2011, our hearts go out to the countless Australians who have endured great hardship in the wake of the devastating floods that swept through the country in the first months of the year. As people pull together to face the challenges of rebuilding homes, businesses, and critical infrastructure, we are reminded of how important our relationships are for maintaining strong businesses and communities that can take us all into the future.

Our own team at GJK was put to the test in response to the flooding which hit Melbourne in January and February. Responding to a large number of call-outs across the city meant all hands and resources were required on deck to undertake the necessary work. Our hardworking staff, willing to go the extra mile whenever required, worked long hours to meet the increased demand for services. We have since received a number of calls and emails from grateful clients offering positive feedback on the outstanding responsiveness of our teams.

This year at GJK, we will work hard to continue exceeding our client's expectations. By working closely with clients and industry partners, we will establish how best to meet your needs as we move further into 2011. For us, it means taking proactive, not reactive, steps to ensure we are growing alongside each other. In order to successfully meet any challenges ahead, we will focus on streamlining our internal and external communications, tightening our systems and operational procedures, and maintaining our ongoing staff development and training programmes.

In 2011, we look forward to building sustainable relationships that foster ongoing growth, while continuing to deliver an exceptional quality of service that we can all be proud of.

George Stamas, Director, FAIM

GJK Supporting Industry

GJK greatly values its ongoing association with FMA Australia and continues to be a key supporter of networking and professional development events that advance the industry.

FMA Australia – New Year's Event at Icehouse

GJK was thrilled to sponsor FMA Australia's New Year's Event at The Medibank Icehouse - Melbourne's world-class ice sports and entertainment venue. The event was exceptionally well attended, and was a great opportunity for guests to get a back of house tour of the fantastic new facility. Icehouse contains two Olympic sized ice rinks, stadium seating for up to 1,000 people, state-of-the-art sound and light systems, specialist winter sports gym, a bar, café, and function rooms.

After touring the venue, attendees took the opportunity to network and mingle while partaking in some refreshing physical activity. Guests hit the ice for a rousing game of 'Curling' – a non-contact sport played by over 2 million people in 33 countries around the world. Over 500 years old, Curling has been an Olympic sport since 1998 and requires a unique fusion of fitness, strategy, and skill. It is often likened to lawn bowls on ice.

The event was hugely popular with attendees who enjoyed a fun night out with industry peers and colleagues, while taking in the splendour of a world-class sporting venue.

IFMA – Rock the Foundation 2011

GJK Facility Services has once again demonstrated its support for the Facilities Management industry, this time as an Australian supporter of the IFMA Foundation (International Facility Management Association Foundation) www.ifmafoundation.org.

The IFMA Foundation is a not-for-profit entity with a charter of education, scholarships and research used to improve our built environment in a changing world. GJK Facility Services was one of the first organisations in the Oceania/Asia Pacific Region to recognise the global significance of the IFMA Foundation's activities.

GJK's support of the IFMA Foundation will be highlighted at the 2011 'Rock the Foundation' speaking tour initiative. The tour will be fronted by Stephen Ballesty, Director/Head of Advisory at Rider Levett Bucknall, Former Chairman of FMA Australia, and 2010-2011 Chairman of the IFMA Foundation. His presentation, 'Next Generation of FM - Managing the Built Environment in the 21st Century' will focus on leadership and sustainability, while addressing ways that Australia's advancements in Facilities Management can help FM's everywhere look for solutions in a changing world.

The 2011 'Rock the Foundation' tour has already kicked off with a successful event in San Jose, with other events confirmed for Singapore, Shanghai and Vienna. More details will soon be announced for further locations and tour dates throughout Australasia and the United States.

Ministerial Visit – Office of Housing

On Thursday 20th January, the Hon Wendy Lovell, Minister for Housing, visited a local housing estate to meet those involved in key areas of community, sustainability, and infrastructure development for the Richmond Urban Renewal Project. Among those striving to improve quality of life for residents at the Richmond Housing Estates is GJK Facility Services – who have been providing services and employing Estate tenants since 2003.

GJK Director George Stamas gave a presentation to the Minister on GJK's impassioned involvement with the Estates since it first committed to the Public Tenant Employment Programme at the contract's commencement. The groundbreaking pilot project required GJK to undertake the immense challenge of employing 35 per cent of the facilities service staff from the long-term unemployed living on the Estates.

On the road to finding employment, many of the tenant employees had long battled issues such as language and literacy, mental health concerns, cultural differences, childcare challenges, and drug & alcohol issues. Alongside project partners - the Office of Housing, and community organisation Brotherhood of Saint Laurence, GJK worked tirelessly to provide vocational management and ongoing training and support to Estate employees, who are now able to build financial security, take pride in achievements and set goals for the future.

Eight years later, and GJK's innovation, leadership, courage and determination have all paid off. As well as successfully exceeding all service delivery benchmarks, GJK has made the remarkable achievement of fostering genuine and sustainable change in the lives of Estate employees. To date, GJK has employed 53 public tenants who have proved to be some of the organisation's most reliable and hard working employees. Today the PTEP model piloted by GJK has been extended throughout Victoria and there are now well over 100 PTEP employees across the State, with numbers continuing to grow every day.

Green Team Update

As part of an ongoing commitment to sustainability and minimising environmental impact, GJK continues to actively address climate change at a management level and at the ground level in the Company's Head Office. An incredibly successful initiative has been the implementation of the Head Office 'Green Team', which has continued to make significant improvements in the areas of water, waste management, energy, paper, green procurement, and transport.

The Green Team submitted a progress update that featured in the 'CitySwitch Progress Report Victoria 2010' in January of this year. CitySwitch helps businesses benchmark their performance and plan for improvements that can reduce operating costs, while offering businesses a competitive advantage through promoting their tenancy or building as a cost-effective, environmentally-friendly place to work.

Highlighted in GJK's submission were some of the initiatives undertaken at the Head Office during 2009/2010 to improve office energy efficiency.

The Green Team has:

- Switched to a new energy provider, and can now proudly say GJK Facility Services purchases 50% Green Energy
- Improved staff switch-off practices by implementing simple, practical steps for members of the office to follow
- Conducted Lux Meter readings of all areas measuring light illumination levels to see how they compare with recommended levels
- Developed a program for de-lamping over-illuminated areas
- Commenced a light replacement program in order to upgrade to energy efficient lights (Ongoing)
- Amended computer settings to power-saving modes
- Developed and identified a program for areas within the office that can use sensor lights or equipment to install timers

The Green Team's efforts has also bought about an annual savings of $14,500, but Director George Stamas believes the true value lies in the long-term benefits of being involved in a program like CitySwitch.

"*Being part of this program we aim to set an example to all of our stakeholders through demonstration of how practical measures, taken through corporate leadership, can be embraced at all levels to tackle the issues of climate change head on*," said Mr. Stamas.

"*GJK Facility Services is proud to be part of a great initiative that is offered through CitySwitch. GJK Facility Services is committed to corporate social responsibility and reducing our Greenhouse Gas emissions and our impact on the environment*."

IMS Update

GJK Facility Services recognises its responsibility to provide a safe work environment for our clients, our employees, project members and the wider public. Keeping all staff updated with OH&S developments is an integral part of risk management and ensuring employee and client safety.

One area, which needs to be regularly revisited, is the daily risks that may be encountered by day and night cleaning crews. A constant risk which management must ensure cleaning staff are addressing effectively is infection control and cross contamination. Some key procedures that must be followed when cleaning include:

Infection Control

Cleaning staff will:

- Will be trained to check product labels and Material Safety Data Sheets to know the potential hazards and safe work practices for all cleaning and disinfecting products used
- Wear personal protective equipment and clothing recommended by their supervisor
- Use cleaning products appropriate to their workplace and according to the supplier's recommendation to ensure proper cleaning
- Always clean and wash surfaces/areas thoroughly before disinfecting
- Use germicides or diluted bleaches to disinfect areas as required
- After removing gloves, wash hands thoroughly with warm water and soap
- Report to the supervisor all spills, accidents, incidents, etc.
- Not eat, drink, or smoke while using cleaning agents, disinfecting agents, or other chemical products
- Not leave open containers of cleaning agents, disinfecting agents or other chemical products in the washrooms or areas used by other staff, students, visitors or other members of the public

Cross Contamination

All cleaning staff shall be trained in the major areas of cleaning and the types of equipment to be used. To prevent cross contamination, cleaning staff must use the following colour-coded system for buckets, mops and other cleaning aids:

- Blue - General Cleaning
- Green - Kitchen Areas
- White - Operating Theatres
- Red - Bathroom Areas
- Yellow - Infectious Areas

Microfibre mops and cloths shall be used wherever stated in the risk assessment i.e. in particular the medical industry, as they require less germicide and are more effective at bacteria containment. Additionally, using microfibre mops makes it easier to use a fresh mop for every room.

Business Update

GJK's commitment to delivering exceptional customer service is highlighted by our ongoing success at renewing and expanding existing portfolios, while also successfully tendering new contracts.

Foxtel Offices, Moonee Ponds [New]

Foxtel Management Pty Limited went through a selective tender process to seek offers from prospective suppliers for the provision of cleaning and ancillary services to the Foxtel office complex in Moonee Ponds. After a detailed tender process including being shortlisted and presenting to the key stakeholders at Foxtel, GJK was successful in securing the contract for a period of two years with an option to extend. The contract commenced in January.

Nationwide Towing & Transport [New]

GJK recently commenced services for local Collingwood company, Nationwide Towing & Transport in Cromwell Street. By private invitation GJK won the contract for part time cleaning and window cleaning at their towed and impounded vehicle centre.

La Trobe University - Shepparton Campus [New]

GJK began delivering services to the new La Trobe University campus at Shepparton in January of this year, adding to our current portfolio with La Trobe University.

La Trobe University's Shepparton Campus is situated 178 kilometres north of Melbourne, in the central Victorian town of Shepparton. La Trobe Shepparton offers a select range of courses, and all the benefits of a regional campus with small classes and close community connections. The new Campus building will open for students in March 2011 and has been designed with sustainability in mind. It features:

- flexible teaching and collaborative learning spaces
- café
- bookshop
- nursing laboratory
- computer laboratory
- communal meeting space

Incorporated into the Cleaning Works to be undertaken at the Shepparton Campus are:

- The regular cleaning of the Campus
- Waste Management Services
- Recycled Waste Management

Australian Ballet Centre [Renewed]

GJK is thrilled to continue providing services to the Australian Ballet. The contract was recently renewed following a number of years of extensive service.

Australian Catholic University [Renewed]

GJK will continue providing cost effective quality solutions to ACU, and looks forward to maintaining and strengthening its close working relationship. In 2011, we will be moving into our eighth year of working with ACU.

Viridian CSR [Renewed]

GJK have been providing services to Viridian for the past 9 years. Due to the proactive approach of the team at GJK we had the opportunity to review our current arrangement and offer Viridian a cost effective solution that will better meet their needs without compromising quality of service. By working in partnership with Viridian we were able to secure this contract for a further 3 years.

Staff News and Achievements

It's no secret that staff members at GJK Facility Services feel like they are working as part of one big family. This unique atmosphere attracts a diverse group of loyal and dedicated people, who go above and beyond the call of duty for GJK – both in the office and out in the field. Our clients frequently acknowledge their hard work, humour, and commitment, and there is no doubt they play a vital role in maintaining our exceptional reputation in the marketplace. We also enjoy regularly catching up on the latest news and personal achievements of GJK staff.

A Taste of Life at the Top

GJK staff member Tomas Bonilla, Customer Service Manager for Department of Treasury sites, enjoys a sneak peek into the lives of Australia's prominent politicians.

GJK Staff continue to shine

GJK cleaning staff at the Department of Treasury and Department of Premier & Cabinet offices have received outstanding feedback from clients for their on-site performance. Staff has been commended for their dedication, cheerfulness, and the high standard of cleanliness that has been evident across the facility. Client feedback has highlighted how GJK staff have been instrumental in creating a cleaner and healthier work environment for all of those who use the offices. Thanks to staff for providing a level of service that has outreached our client's expectations.

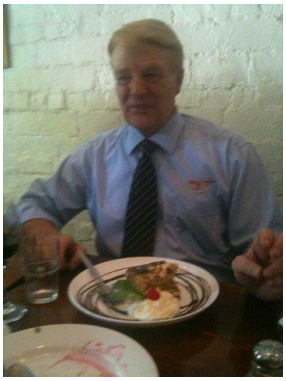
GJK Christmas Function

The GJK Head Office Christmas function was the perfect way to wrap up the year and celebrate our achievements before heading off for the holiday season. This year, festivities were held in the upstairs function room at Kri Kri Greek Restaurant in the heart of Melbourne's CBD on Little Bourke Street.

Staff enjoyed the relaxed atmosphere of the traditional mezethes-style dining, which gave people the opportunity to sample delicious Greek cuisine served on small tasting plates. Once the food was finished, the evening's DJ got everybody up on the dance floor with his mix of music from the 70's, 80's and today. A great night was had by all who attended, and many thanks to those who organised a great evening.

University of Melbourne Staff Christmas Lunch

GJK staff from The University of Melbourne enjoyed dinner at the popular Italian restaurant, Tiamo, on Lygon Street in Carlton just before Christmas. Staff relaxed in the private function room upstairs, enjoying a drink and a chat with workmates while sampling the delicious Italian fare on offer. A great night was had by all.



Australian Catholic University Christmas Function

GJK cleaning staff at the Australian Catholic University came together for a festive Christmas celebration before the holiday break. A representative from the University joined staff for the on-site lunch, and presented each cleaner with a Coles gift voucher to thank them for all their hard work throughout the year. The gesture was gratefully appreciated by staff.

State Library of Victoria Christmas Function

GJK cleaning staff at the State Library of Victoria came together for an enjoyable breakfast function at the SLV lunchroom on the 22nd of December. The 16 staff had worked up an appetite after finishing their early morning shift, and the function was a great way to relax and enjoy a meal in the company of workmates before parting ways for the Christmas break.The judging process for the 2011 Australian Achiever Awards for Victoria's Cleaning & Maintenance Services & Supplies category was completed on 10th February 2010 and GJK received an Award for Excellence in Customer Relations.

2011 Australian Achiever Awards

The judging process for the 2011 Australian Achiever Awards for Victoria's Cleaning & Maintenance Services & Supplies category was completed on 22nd February and we are very proud to receive a highly recommended score of 91.1% for customer satisfaction.

The award system focuses on seven criteria, each scored separately, namely:
Time Related Service, Addressing Client Needs, Care and Attention, Value, Attitude, Communication and Overall Perception. The criteria are rated individually in percentage terms and the final score is an amalgam of these. Anything over 80% overall is regarded as exceptional and reflects outstanding customer service. A complete list of all businesses who have achieved over the last five years can be viewed at www.achiever.com.au

GJK People

We would like to take the opportunity to welcome on board the latest additions to our team at GJK Facility Services. Each brings with them a unique set of skills and experiences that are sure to enrich our work place. We look forward to working alongside you all throughout 2011, and into the future.

Head Office

Mark Helps – Operations Development Manager

Mark joined the GJK team at the end of last year, and brings with him some 35 years experience working in senior roles across the facility services industry. In his role as Operations Development Manager, Mark will be working at streamlining operations and service delivery, while also developing external and internal communication solutions that will improve service delivery to our clients. We look forward to embracing the changes Mark will bring to the organisation.

Trevor Steiner – Senior Business Development Manager

Trevor comes to us with valuable experience working on the strategy side of service provision, but also with an insight into the client's world - having worked as an Operations Manager for retail centres on behalf of Colonial First State, Lend Lease, and GPT. He has also worked for ISS as a National Strategic Development Manager, putting together large-scale tender solutions. Trevor thinks outside the square and we know GJK clients will appreciate the inside experience he brings from having worked in the boardroom, and out in the field, across various areas of the industry.

Out in the Field

Brian Sylvester – Contract Supervisor - City of Port Phillip

Brian Sylvester joins GJK as Contract Supervisor for the City of Port Phillip. Brian's role involves customer service, staff training, site inspections, and OH&S, among other day-to-day requirements. His background has provided him with the perfect combination of skills for the role as he has worked for a number of years as Area Manager within the cleaning industry as well as a Customer Relations Manager. Brian has valuable experience managing large commercial and council sites. His eye for detail and excellent communication skills will prove a great asset when working out in the field.

Here comes the Bride

Congratulations to our newly wedded staff member Nicole Atanasovski, who celebrated her nuptials to husband Dean on a hot Melbourne day in early December. The ceremony was held at the Panagia Soumela Greek Orthodox Church before the 380 guests enjoyed a stunning reception at the Luxor Reception Centre in Sydenham.

After the wedding celebrations were over, Nicole and Dean enjoyed a fantastic 5-week honeymoon in Las Vegas and Hawaii. We wish the happy pair all the best for the future.