



Vol. 6, March 2008 GJK News Review

Director's Message

Welcome to our first edition of GJK News Review for the year; as such I would like to take the opportunity to formally welcome you all back from the holiday period and wish you all a very Happy New Year.

2008 is already off to a great start for GJK and with plenty of opportunities and developments on the horizon, we anticipate a year of continued growth and improvement of service delivery to our many and varied clients.

Sustainability has been a buzz word in almost every area of the public and private sector and GJK is committed to ensuring we provide and maintain sustainable practices in our business for the present and future. Outlined in the sustainability article in this edition are our objectives for ensuring a sustainable future and we look forward to engaging all stakeholders' participation in the collaborative development of our sustainability platform.



As well as consolidating partnerships with Senior FM providers, another objective for GJK in 2008 is to focus on staff development and training. 2008 sees the welcome return of the 'GJK in Action Series' – a series of personal development training programs which have been designed to further enhance the skills of GJK Team Leaders and Head Office staff.

GJK recognises that our Team Leaders play a significant role in our ongoing business success, along with all the passionate and dedicated people that make up our GJK team. As we look forward to a prosperous year ahead, I thank you all for your continued commitment and dedication to ensuring GJK Facility Services is a company we can all be proud of.

GJK Sponsors FMA Victoria Branch 2007 Christmas Lunch

GJK were proud sponsors of FMA Australia's Victoria Branch's 2007 Christmas Lunch, held in the resplendent surrounds of the Melbourne RACV Club.

The event, which boasted an outstanding turnout of 338 members and guests, once again proved a fantastic opportunity for people active in the facility management industry to celebrate the year's achievements while utilising the valuable opportunity to network with colleagues.



George Stamas and guests enjoy festivities at the FMA Australia Victoria Branch 2007 Christmas Lunch.

While enjoying a spectacular lunch attendees were kept well entertained by guest speaker, comedian David Bowman, who delivered a believable, yet riotous impersonation of the fictitious Dr Elwood Jefferson – advisor to the World Business Council for Sustainability.

GJK continues into 2008 as a key corporate supporter of FMA Australia, providing us with the essential platform from which to promote our facility services to organisations and to expand our understanding of potential customer's service requirements.

GJK in Action Series Training

GJK have recommenced the "GJK in Action Series" for 2008. These personal development training programs have been designed to bring together GJK Team Leaders from a variety of field operations and Head Office. These take place in an environment that encourages participation, the promotion of company values and networking in a relaxed atmosphere that is fun.

GJK recognises that our Team Leaders play a significant role in our ongoing business success. The GJK in Action Series Training highlights how important personal development in the areas of communication, leadership and inter-personal relationship are as "cornerstones" for life skills on a personal and professional level.

Starting with a light breakfast, a key topic is chosen and explored in a very hands-on way by all participants. Group Teams are formed to provide a forum for networking and learning among other team members, concluding with a group presentation. Based on the feedback response to date from the first two sessions for the year, the value of the GJK in Action series has been recognised and appreciated by all those who have attended.

February QA Audit results

GJK's Annual QA Surveillance Audit by SAI Global for ISO 9001:2000 highlighted the continual enhancement of GJK's Services to clients. Supported by the implementation of client-friendly software SMS, the ongoing skills development of staff and the success of GJK's advancements is clearly represented in the favourable feedback from clients across all of our portfolios.

The QA Audit results showed that GJK Facility Services is continuing to grow, with several significant new contracts won in 2007. The resulting re-structure in operations has seen the creation of three Branch Manager positions, reporting to the Operations GM.

OHS procedures still remain of crucial importance to GJK's core business services, and procedures have been updated to reflect the recent changes to legislation.

The Resource management component of the audit has shown that since our previous audit, training has included computer training for Customer Service Managers and supervisors. A submission has also been made for funding under the Workplace English Language and Literacy Scheme with the aim of enabling GJK's employees to take full advantage of the improvements to communications and information systems – such as the new SMS system.

To assess our cleaning contracts, a site visit was made to ExxonMobil's Head Office, Esso House located at Southbank. Fourteen floors of the building are included in the contract – requiring the services of a day team plus a night crew. The audit showed an impressively high standard of clearly tagged and labelled cleaning equipment and appliances plus clearly documented on-site operational manuals and training records for cleaning staff. The client representative interviewed claimed that GJK services were "very impressive" and was complimentary about her interaction with the GJK staff.

GJK Facility Services would like to thank all employees who have contributed to the positive findings of the QA Audit results for February 2008.



Celebrating Contracts - New and renewed

Melton Shire Council – Caroline Springs

Expanding our relationship with Melton Shire Council, GJK has commenced servicing new buildings in the expanding Caroline Springs Estate, including a new state of the art Library & Civic Centre and Sports and Leisure complex.



AAMI Gisborne's Call Centre

AAMI have been a valued client of GJK Facility Services for over 5 years. GJK have further cemented our long standing relationship by providing value-added services and has recently been appointed to service the new national call centre located in Gisborne.



Leo Cussen Institute

GJK are proud to announce our appointment to provide cleaning services to the Leo Cussen Institute. A multi-storey office complex located in the centre of the city, this appointment continues to enhance our portfolio of clients in the Melbourne Central Business District.



Sustainability Stakeholders Group /Sustainability Reporting

GJK Facility Services is committed to improving the sustainability performance of our organisation by promoting a culture of sustainability throughout every facet of our business - from behind the scenes to our delivery of services in the marketplace. GJK continues to manage operations in a manner that minimises our environmental and social impact and enables the delivery of sustainability outcomes in our day to day activities.

GJK is committed to a number of key sustainability implementations that will assist us in achieving a more sustainable future, both as a business and as responsible participants in the corporate built environment:

- Ensuring sustainability is reflected in GJK Facility Services' strategic documents
- Developing an annual Sustainability Reporting Framework following the G3 Guidelines
- Providing training and support to staff to adopt sustainability principles and practices to achieve sustainable behaviour change within the workplace
- Partnering with clients and the community to respond to the needs for a sustainable future and provide leadership within our industry.
- Foster a culture of sustainability and reducing GJK Facility Services' ecological footprint.
- Joining a global network and demonstrating our commitment to transparency, accountability and sustainable development.



Meet the GJK Facility Services Support Team

It is widely known that part of GJK success can be attributed to the honest and reliable approach we take in delivering our services to our clients. For us, that comes down to the quality of the 500 plus staff we employ to represent us, both behind the scenes and in the marketplace. As part of a GJK News Review regular feature, we have taken the time to introduce you to a few members of our vibrant and professional team.

Rick Albertini – Executive Financial Officer

Brentnalls SA Chartered Accountants first started advising to GJK Facility Services in April of 2005 when Partner Rick Albertini stepped into the role as Executive Financial Officer for GJK. Working closely with the Director and Executive team, Rick continues to be instrumental in assisting GJK with achieving its financial and non-financial goals. Rick works alongside our CFO Kaye Jowett in taking a global view of GJK Facility Services, consistently taking a strategic focus in identifying opportunities to implement in the business.



With a Bachelor of Economics, Diploma of Financial Services and an Executive Diploma in Business Planning to his credit, Rick not only brings with him the necessary qualifications but also a solid history in business advisory for small to medium enterprises. Rick first joined Brentnalls SA Chartered Accountants in November 2000 and was admitted as partner in July of 2003. He continues to find his work with GJK both challenging and stimulating, and also enjoys working with the passionate and dedicated staff that make up our team.

“It is extremely rewarding to work with such a strategically focused organisation that believes in its people, sustainability, and excellence in the services it provides within the Facilities Management Industry.”

Karl Kantzos – Contracts Manager

After four years managing a cleaning supply business in Dandenong, Karl Kantzos felt it was time to move into a role closer to home that would provide him with new opportunities and challenges. Since taking up the position as Contracts Manager for GJK in 2005 Karl has found exactly that and more – something he attributes to great management and a committed customer focus. “GJK stands out to me in many ways. It has doubled in size over the last 8 years and with great management, will continue to move forward and grow. GJK is the first company in the service industry that has taken its procedures from OH&S to environmental issues as a focus to customer satisfaction. We use state of the art technology and have created a SMS system which uses the PDA to have constant interaction with our clients.”



After great results and high standards were achieved by GJK for the City of Wyndham, Karl was given the opportunity to duplicate his efforts in the Shire of Melton. Essentially customer focused, Karl’s impressive people skills have proved an invaluable asset for GJK’s contract and client relationships.

Helen Peterson – Customer Services Officer

GJK’s Customer Services Officer Helen Peterson has found that some things are just as good the second time around. After taking a year’s hiatus from GJK in 2005, Helen returned to work for the company in November of last year. She welcomed the opportunity to once again work for the friendly organisation. “The Management and Staff were certainly very welcoming upon my return to GJK and it really feels as though I had never left.”



Helen brings with her exceptional customer services skills and an extensive 19 years experience in the cleaning industry. In her role as Customer Services Officer Helen ensures all client calls/ requests are handled appropriately and in a timely fashion. Her administration functions also keep her busy, handling anything from general office and kitchen requirements to catering, typing and any ad hoc requests.

“I very much enjoy the client contact and building a rapport with our external staff and sub-contractors. Being the first point of contact can pose challenges as you may be the first person to encounter any issues the clients/employees may be facing but I believe that I have the personality and professional approach to solve and/or relieve any tense situations.”