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GJK News Review

Director's Message

GJK Facility Services' history of growth and ongoing success are aspects I am continually proud to represent in the market place and at industry events. At this year's FMA Australia *ideaction 08* conference on the Gold Coast, I was thrilled to receive the prestigious 2008 FMA Australia Corporate Supporter of the Year Award on behalf of our company. For GJK, continuing to support key industry organisations such as FMA Australia, ensures we recognise the issues facing our clients and allows us to grow the business in a direction which meets their needs.

One critical issue facing all sectors of the property industry today is sustainability. Business owners planning on moving into the future with integrity and transparency must commit to improving the energy efficiency of their operations and its evident the time to make changes has never been more urgent. The recent OHS and EMS Surveillance Audit carried out on GJK Facility Services commended the environmental initiatives we have made in the past year, highlighting our commitment as a company to reducing our impact on the environment.



At GJK, we understand that building on our success comes back to the quality and dedication of the 500 plus staff we employ across the business. Renowned for our exceptional service, we know the future success of the business depends on nurturing and developing the skill sets of the outstanding team we have on board. Continuing education and up skilling staff is just one way we can enable employees to feel confidence in growing with the business as it changes to meet the challenges of our industry. In this edition of the GJK News Review we have highlighted the Certificate IV Frontline Management qualification which 20 of our staff are currently undertaking. To ensure our managers and supervisors can take responsibility for the effective functioning and performance of their team and its work outcomes, the course reflects the role of individuals who take the first line of management in a wide range of organisational and industry context.

We look forward to working alongside all of you in growing the business from strength to strength, and further cementing our position as industry leaders in our field.

GJK in the Spotlight - FMA Australia Conference Gala Awards

FMA Australia acknowledged its appreciation of GJK Facility Service's continued support at this year's *ideaction 08* Conference. GJK were presented the prestigious 2008 FMA Australia Corporate Supporter of the Year award at *ideaction's* glittering Gala Dinner and FMA Australia Awards for Excellence ceremony. The Award acknowledged that this year GJK Facility Services has again given generously, not just through corporate support for numerous Victorian Branch lunches, but also through its executive's involvement on state and national committees; a contribution which has been invaluable to the organisation.



GJK's Director, George Stamas, also joined the FMA Australia Victorian Branch Board in taking home the 2008 FMA Australia *Branch of the Year Award* at this year's *ideaction* Gala Dinner. The Victorian Branch has experienced an increase in membership of 14.6 % and has also enjoyed an increase in attendances at its functions of some 44 %. The Victorian Branch's dedication to providing exemplary networking and professional development events to achieve the dramatic attendance increase has no doubt been a contributor to its success at the Awards for the second year in a row.

Investing in Best Practice

GJK recognises the importance of training and development of all our staff. An essential part of our training strategy is to provide a career development pathway for staff with opportunities to achieve a nationally recognised qualification. In partnership with AMES, GJK is delivering a new course in frontline management for twenty of our personnel, which comprises management and supervisors.



The Certificate IV Frontline Management qualification reflects the role of individuals who take the first line of management in a wide range of organisational and industry contexts. At this level frontline managers provide leadership and guidance to others and take responsibility for the effective functioning and performance of the team and its work outcomes. Among the areas covered in the course are: Customer Service, Occupational Health & Safety, Information Management, Interpersonal Communication and Workplace Effectiveness.

The employees who commenced training for the Certificate IV Frontline Management in May of this year have all expressed their enthusiasm at the content covered, and have enjoyed the benefits of being able to introduce new skill sets into the workplace. GJK looks forward to continuing with workplace training for our staff, ensuring we are investing in best practice service delivery and the future of our successful team.

Business Update

GJK's commitment to delivering exceptional customer service is highlighted by the renewal and contract extension of four of our long-standing clients.

The most recent renewed and extended contracts celebrated are:

● Viridian New World Glass (renewed)

Viridian Glass, formerly Pilkington Glass, was successfully tendered in 2005 and in 2008 has been renegotiated for a further full term in all services. A Service Alliance Group delivered contract, GJK serves as the Prime alliance member overseeing the delivery of services to Viridian New World Glass, and continues to ensure all facets are being delivered according to the contract's KPI's.



● South Pacific Tyres (renewed)

South Pacific Tyres (SPT) is another success story which showcases GJK's effective contract management capabilities. GJK has recently been successful in extending its contract with South Pacific Tyres for a further term, encompassing all services currently being provided.



● Wyndham City Council (Contract Extension)

The contract with Wyndham City Council was successfully won by GJK Facility Services in 2005 and as a result of GJK's performance Council has recently taken up contract options for service delivery to continue as normal.



● Huntsman Chemicals (Contract Extension)

A Service Alliance Group delivered contract, GJK serves as the Prime alliance member overseeing the delivery of services to Huntsman Chemicals. A full term has also been successfully renegotiated for all services, and GJK will continue to ensure all facets of the contract are being delivered according to the KPI's set.



● Knox City Council (successfully re-tendered)

As with all government procurement regulations, the contract was subject to market testing and GJK facility services was again successful in retaining this contract for a another full term.



GJK – Supporting Industry

GJK Facility Services takes great pride in maintaining a strong relationship with the Facility Management Association of Australia. As a major sponsor of numerous key industry events, GJK is able to ultimately enhance its understanding of the needs and issues facing the FM industry, which in turn enables us to better serve the present and future needs of our clients.

FMA Australia Victorian Branch Annual Golf Day

A much anticipated event early on in 2008 was the FMA Australia Victorian Branch Golf Day, held on the 11th of April at Albert Park Golf Course. GJK Facility Services sponsored two holes for the day's outing and also entered a team of four enthusiastic golfers to take on the other 80 or so participants working their way around the course. It was a spectacular Autumn Day and perfect golfing conditions with temperatures that reached 23 degrees by lunchtime, just as tired golfers retreated to the comfort of the restaurant for a delicious meal. The annual golf day proved, once again, to be a fantastic networking event not to be missed.



FMA Australia Victorian Branch June Luncheon



GJK recently had the privilege of being key sponsors for the FMA Australia Victorian Branch luncheon, held in conjunction with World Environment Day on June 5. Rob Gell, well known former weather presenter on Channel 10, gave attendees an eye-opening presentation on the current and future impacts of climate change, reminding us all of the urgency to address energy efficiency issues in the workplace. Following the lunch attendees visited the Going Green Expo at the Melbourne Conference and Exhibition Centre, providing a valuable opportunity to see what other businesses are doing to meet the increasing consumer demand for green products and services.

GJK looks forward to continuing its support of the valuable networking and professional development events held by the FMA Australia Victorian Branch each year.

GJK'S OH&S and EMS April Audit

The OHS and Environmental Management System Surveillance Audit was carried out on 29 and 30 April 2008. The results show that GJK Facility Services has made good progress in meeting its environmental initiative objectives in the past year, and continues to strengthen its commitment to a sustainable future.



Among the initiatives undertaken to make a whole of staff commitment to good environmental practices, GJK has installed half flush cisterns and placed reminders for staff to conserve electricity in the office. GJK Facility Services has also joined the Global Reporting Institute with the objective of improving its sustainable performance and reporting.

As a result of the audit it will be recommended that current certification in AS 4801:2001 and ISO 14001:2004 be continued.



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. For us, a large part of our success comes down to the quality of the 500 plus staff we employ to represent us, both behind the scenes and in the marketplace. For each edition of the GJK News Review we will introduce you to new members of our team and key figures in various sectors of the company. This month we meet our finance department, whose skill and expertise plays a critical role in ensuring GJK continues to operate at optimum efficiency.

Meny Fotinos - Business Development Analyst

Meny joined GJK in February of 2007 and serves as the company's Business Development Analyst. Responsible for all tenders, quotes and proposals, Meny attends site visits and estimates the time (hours) and all associated costs required to complete the work. Meny has spent time working as a consultant preparing tender responses for various service companies, and also brings with her a valuable 21 years experience working across various sectors of the service industry.



Peter Stamas - Customer Service Officer

Peter Stamas has been working for GJK Facility Services for the last 16 months. He commenced working on one of our major sites before moving into our Corporate Head Office in the role of Customer Service Officer. In his role Peter's role he supplies customer service support to all our Westpac Banking Retail Branches and assists and supports our IMS Manager & Internal Auditor.



Meet the finance team

Kaye Jowett - Chief Financial Officer

Kaye has been with GJK since May of 2004. Her knowledge of the company's requirements for reporting of the financial, administrative, managerial and operational structure of the business is extensive, making her a much-valued leader of the team.



Carolyn Allman - Executive Assistant to the Chief Financial Officer

Carolyn is the newest member of the Finance Team. She has extensive experience within both Finance & Administration Departments and will be working closely with the CFO and Finance Team at GJK. Carolyn has been working within the property services industry for the past fifteen months and previously held the role of National Accounts Manager with a franchise business. Carolyn has an Accounting Degree and plans to complete her CPA in the future.



Lauren Soumilas - Accounts Administration Officer

Lauren took on the role as Accounts Administration Officer in October of last year. Her role involves data processing, reconciliations of accounts and payments, preparation of standard billings and liaison with suppliers and clients.



Lucy Lauretta - Administration Officer/Purchasing

Lucy's role is based around the synergistic management systems which provide internal purchasing controls for GJK Facility Services. Her position also involves processing of orders direct to suppliers, collation of delivery dockets, data entry of invoices and raising sundry charges.



Nicole Atanasovski - Administration & Payroll Officer

Nicole's role as Administration & Payroll Officer sees her primarily responsible for processing timesheets and maintenance of personnel files. Her work also extends to preparation of statutory reports and fortnightly payroll exemption reports.

