

## Celebrating a Year of Achievement

### Director's Message

Welcome to our final edition of GJK News Review for the year. Looking back on our achievements during 2008, I would like to take this opportunity to congratulate you all for your unceasing commitment to creating a successful and sustainable platform for our future.

As you know, GJK Facility Services prides itself on its active involvement with associations affiliated to our industry, and our relationship with FMA Australia is one which continues to foster fantastic opportunities for networking and growth. I was honored to recently be appointed to the position of Chair for the Victorian Branch of FMA Australia. Taking up this position provides a much-valued opportunity to contribute toward our industry and offers the forum in which to access a greater understanding of what industry leaders need from their service providers.



On the home front, one way GJK Facility Services has endeavored to meet and exceed our customer's expectations has been by establishing a fully serviced Help Desk facility. The help desk team at our head office now offers personalised support to our customers, providing immediate responses to customer's needs and requirements. Headed up by our IMS Manager Maria Panayi, the Help Desk team is unwavering in its commitment to providing exceptional, real-time customer service.

Dedication to our customers and to the industry at large is clearly what underpins the ongoing success of our organisation – a principle endorsed by the continued growth of our client base. One of our most significant achievements this year can be attributed to GJK and the Service Alliance Group (SAG) being awarded the Commonwealth Bank of Australia (CBA) contract in July of this year. Since SAG's inception in 2002, securing the CBA contract has been the largest, multi-national contract awarded to the Group.

As we move into 2009, I am confident we will continue along the path of continued growth that we have enjoyed this year. My confidence comes from knowing that I have the support of each member of our vibrant and dedicated team to support us in this journey.

I would like to offer my sincere thanks to all clients, suppliers and staff for their contributions and support over the last year. I hope the holiday season offers you all the opportunity to have an enjoyable break with loved ones, and the chance to sit back and reflect on all the great achievements we have made collectively in 2008. I look forward to standing beside you all as we continue to deliver the very best in customer service during 2009.

### GJK in the Spotlight – Public Tenant Program Awards Ceremony

GJK was proud to be recently acknowledged during the inaugural Public Tenant Employment Program Awards - given to 46 Victorian firms, NGOs and individuals in recognition of their achievements in helping disadvantaged Victorians train and gain employment.



Left to Right: Margaret Crawford, Director Housing, Department of Human Services and George Stamas, Director from GJK Facility Services

As part of Housing Week, Housing Minister Richard Wynne made the presentations at Parliament House and paid tribute to the public tenants, employers, employment agencies and training organisations that have supported the drive to create more employment for public housing residents.

Since 2002, GJK Facility Services has worked collaboratively with the Department of Human Services, delivering cleaning services to a significant quota of the Public Housing tenancies throughout Melbourne. GJK has taken this responsibility to the community one step further by engaging residents of housing estates to undertake cleaning and gardening services – giving tenants empowerment through employment and ownership over their environment.

GJK employs over 30 staff members from housing estates and six of those employees were nominated for their outstanding achievement in employment and inspiration in the workplace. They were: Greg Hollermead, Andrew Taylor, Charlie Hill, Omer Civic, Iwan Susanto and Eduardo Reyes.



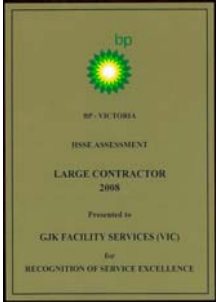
Left to Right: Margaret Crawford, Director Housing, Department of Human Services and Eddie Reyes, Senior Contract Manager, Office of Housing for GJK Facility Services.

GJK received the Employer of the Year Award for recognition of outstanding contribution to the employment of public tenants, and looks forward to fostering more sustainable relationships with the community in the future.

## GJK receives the HSSE Assessment Large Contractor 2008 Award for recognition of Service Excellence

GJK Facility Services' IMS Department was firmly in the spotlight at the recent BP's Contractor Accreditation Awards Dinner.

BP's Accredited Contractor's program comprises of three crucial assessment stages: Health; Safety; Security & Environment (HSSE), Service to Facility, and Service to BP.



Once accreditation has been achieved, the participating organisation is provided with a Certificate of Accreditation. The process is rigorous and of exceptional standards, with assessment criteria in some instances of a higher standard than what would be required under state legislation or Australian Standards. A condition of accreditation is also that contracts be re-assessed annually. As recognition of participants who have achieved accreditation in BP's Accredited Contractor's program, GJK's IMS Manager Maria Panayi was invited to attend the program's awards dinner held on Monday 13, October.

During the course of the evening, awards were presented to stand-out contractors from both large and small organisations.

We are thrilled to announce that GJK received the HSSE Assessment Large Contractor 2008 Award for recognition of their service excellence, and we offer our congratulations to Maria and the IMS team for their excellent work and success on the night.

## 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 October Luncheon

GJK recently had the privilege of being key sponsors for the FMA Australia Victorian Branch luncheon, which proved a very popular event with 126 members and guests in attendance.

Held at the RACV club, attendees of the lunch were treated to an insightful presentation from Craig Gathercole, Construction Manager for Probuild Constructions, who gave a fascinating overview of the initiatives and challenges associated with the renovation of the Myer store in Melbourne while the premises remained occupied.



*Craig Gathercole, Construction Manager, Probuild Constructions*

## Cup Fever

As Cup Fever raced its way through Melbourne and the rest of the nation, GJK staff took the opportunity to join in the many festivities.

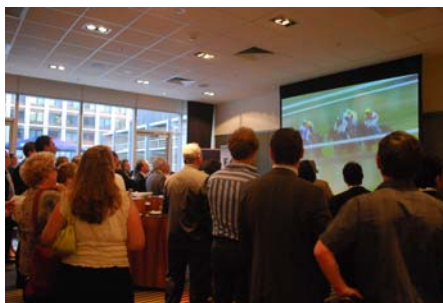
### FMA Spring Carnival Cocktail Function

On 30 October, FMA Australia conducted an evening of networking, socialising and frivolity in honour of Melbourne's longest running sporting event, the Spring Racing Carnival.

For those GJK staff members who attended the spring carnival cocktail function, held at the stunning RACV club, it proved a wonderful opportunity to network with FMA Australia members and guests while getting into the swing of cup season. Guests got to enjoy the excitement of a phantom race call, using play money to place bets with "bent bookies" before cheering their horse on to a win. A wonderful evening was had by all.



*Left to Right: Nicole Atanasovski, Lonnie Arpaci, Elias Stamas & Shane Williams from GJK Facility Services*



*FMA Crowd enjoying the racing experience*



*Left to Right: Lou La Delfa, GJK Facility Services and David Duncan, CEO of FMA Australia*



## Derby Day

Derby Day proved once again to be a great opportunity for friends and workmates to take part in cup festivities. A group of seven GJK staff members – Kaye Jowett, Carolyn Allman, Nicole Atanasovski, Lauren Soumilas, Maria Panayi, Lonnie Arpac and Karl Kantzos, ventured out in the brisk spring temperatures to partake in the day of racing and celebrations.

Conversation flowed between food, drink and spectacular horsemanship, while impressive dresses and hairstyles braved the somewhat challenging weather conditions. An enjoyable and memorable day had by all

Left to Right: Lonnie Arpac, Maria Panayi, Nicole Atanasovski, Karl Kantzos and partner Uyen Tran from GJK Facility Services

## Business Update

GJK Facility Services continues to celebrate its success in further adding to its portfolio of clients. The following achievements are the culmination of extending our relationship with existing clients and forging new ground with new clients that have engaged our services.

Recently GJK Facility Services secured contracts with

### ➔ Tyre Marketer Australia Pty Ltd

This success came about through a competitive tender process, which resulted in GJK Facility Services retaining two of the three sites awarded



### ➔ Goodman Fielder

A re-tender process has resulted in GJK Facility Services securing this account.



### ➔ International Flavors & Fragrances (IFF)

Once again GJK Facility Services participated in the market testing of this existing contract and was able to retain the contract for a further full term. This is just another indication of the benefits our Service Excellence and Value proposal demonstrates to current and potential clients.



### ➔ Nestle

Through a selected tender by invitation GJK Facility Services was successful in adding this industrial account to its portfolio of industrial clients.



### ➔ Commonwealth Bank Australia

As a key driver of the Service Alliance Group (SAG), GJK Facility Services has recently secured the cleaning of over 308 retail sites in Victoria and collectively with other participating Service Alliance Group members, over 1100 Commonwealth bank retail sites across the country.



### ➔ Whittlesea City Council

Through a public tender process, GJK Facility Services was successful in securing the cleaning contract with Whittlesea City Council for general cleaning of council buildings which includes the Plenty Ranges Arts & Convention Centre and Civic Centre.

In addition to the above successes, GJK Facility Services has been successfully short listed for first and second interview with a number of significant prospective clients which, if successful, we will look forward to announcing in the coming months.



City of Whittlesea

## OH & S, Environmental and Quality Assurance

The Occupational Health & Safety and Environmental Management System Surveillance Audit were carried out on 23 and 24 October 2008. Some key outcomes of the audit were:



- GJK Facility Services received an award from BP with HSSE Assessment Large Contractor 2008 for recognition of service excellence;
- GJK was also recognised by Department of Human Services for outstanding commitment in employment of public tenants in 2008;
- a study of the company's electricity consumption has been undertaken ; and
- a Sustainability Performance report based on Global Reporting initiatives is to be completed by 2009

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

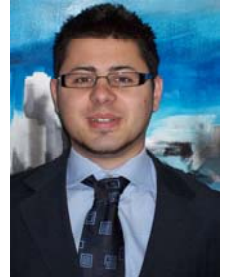
It is widely known that part of GJK's success can be attributed to the honest and reliable approach we take in delivering our services to clients. For us, a large part of our success comes down to the quality of the 500 plus staff we employ to represent us, both behind the scenes and in the marketplace. 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 the latest additions to our team here at GJK Facility Services.

### **Elias Stamas – Business Development Executive**

Working with Lou LaDelfa in the Sales and Marketing Department as the new Business Development Executive, Elias Stamas looks forward to keeping all the staff at GJK busy exploring new opportunities in the marketplace.

Before working at GJK, Elias spent five years in the Call-Centre Industry, splitting his time between managerial roles and sales training positions. He hopes to use the experience of his colleagues and his passion for sales and customer service to ensure that GJK Facility Services can have no rivals in the industry.

Elias would like to especially thank all the staff members who have made him feel so welcome since his arrival at GJK.



### **Paul Cacopardo – Branch Manager, Retail/Commercial**

34-year old Paul Cacopardo is a seasoned professional in the Property Services industry, kick-starting his career over 15 years ago. Progressing from cleaner, to supervisor and finally now onto Branch Manager, Retail/Commercial, Paul hopes his knowledge and experience across all facets of the industry will assist with the growth of GJK. Excited about the future, Paul looks forward to continuing his career within the company.



### **Lonnie Arpaci – CBA Help Desk Co-ordinator**

Lonnie Arpaci is recently married, loving life and her new job as CBA Help Desk Co-ordinator at GJK Facility Services. Lonnie has been in the Property Service Industry for approximately 4 years, starting out as a receptionist before moving onto a role as Accounts Administration Officer looking after client relationships. Clocking up a breadth of experience for her young years, Lonnie has also spent time working in sales which she says further expanded her customer relation skills.

Lonnie is now responsible for the administration of the CBA contract, and aims to also offer support whenever needed to her fellow team mates. She looks forward to learning more about the industry, and to her future with GJK Facility Services.



### **Kaylene Van Heurck – Front Desk Administrator**

Kaylene Van Heurck commenced with GJK Facility Services in August, taking on the role of Front Desk Administrator. With over 3 years experience within the Cleaning industry, and another 6 years experience in Public Relations, her background is sure to bring the necessary set of skills suited to the role.

Kaylene enjoys being in regular contact with the many different people who call or drop into our office each day and she looks forward to assisting you as your first point of contact with GJK.



*On behalf of GJK Facility Services,  
we would like to wish you all a very safe and happy  
Christmas and a Prosperous New Year*