

Towards a Carbon Neutral Future

Director's Message



Welcome to our first edition of GJK News Review for 2009. In recent times it has become increasingly clear that a number of pressing issues, both economic and environmental, are facing us as an industry and as a nation at large.

At GJK, we understand that our continuing commitment to a sustainable, carbon neutral future is critical to ensuring we deliver industry leading services to our key stakeholders. In furthering that commitment, GJK became members of the Global Reporting Initiative (GRI) Stakeholders Group in late 2008 - which enables our involvement in the further development, improvement and dissemination of the GRI Reporting Framework.



In today's marketplace, staff and clients both demand that a company shows integrity and transparency in its environmental practice, something we at GJK wholeheartedly commit to. Through promoting a culture of sustainability, and through the integration of sustainable principles and practises into our day-to-day activities, we are managing our operations in a manner that minimises our environmental and social impact.



Having established the baseline upon which we will strive for continual environmental improvement, GJK is now part of the *Sustainable Footprint – Carbon Monitored Program*, with the aim of becoming carbon neutral. We are also proud to be associated with the Economics & Commerce Building Development at the University of Melbourne – a 5 Star environmentally sustainable building which will provide state-of-the-art facilities to students and staff.



As GJK's reputation and standing in the marketplace continues to strengthen, I was recently honoured to be appointed to the position of 'Fellow' with Australian Institute of Management (AIM). AIM is Australia's leading management organisation and a leader in advocating effective management practises and progressive management thinking. By taking into account a person's proven management achievements of six years or more, AIM appoints individuals to the status of Fellow, who have made a distinguished contribution to the management profession.

In 2009, GJK will remain committed and focused on ensuring our staff benefit from ongoing accredited training and professional development. I look forward to working alongside you throughout the year as we face the challenges and rewards that lie ahead.

Victorian Bushfires

The management staff at GJK Facility Services would like to take this opportunity to offer their heartfelt condolences to those staff members of GJK whose lives were directly and indirectly affected by the tragic events which occurred across the state on February 7 of this year. Our thoughts are with you and your families throughout these difficult times.



Ideaction 09, 6-8 May - Melbourne Conference & Exhibition Centre



FMA Australia's annual conference, ideaction, is the premier facilities management learning and networking event in the Asia Pacific region. Held over three days in May, ideaction 09 'ideas in action' will combine a line-up of world-class speakers covering the latest FM issues, insightful site visits and an exhibition of businesses providing facility management services and products. It's not all work though, with a range of social and networking events including the highly popular Chairman's Welcome Reception and Gala Dinner. If you make it to only one conference this year, make sure it's this one. Visit the FMA Australia website to register at www.fma.com.au

GJK Supporting Industry

GJK Facility Services takes great pride in maintaining strong relationships with the Facility Management Association of Australia. As a major sponsor of numerous key industry events, GJK is able to strengthen its understanding of the unique needs facing the FM industry – enabling us in turn to better serve the present and future needs of our clients.

FMA Australia Victoria Branch Christmas Function

GJK was very proud to be key sponsor at the FMA Australia VIC Branch Christmas function, held in the resplendent surrounds of the RACV club at the end of 2008. The MC for the event, Tom Gleisner, from TV's *Thank God You're Here* and *The Panel* kicked off the afternoon's entertainment and kept the audience entertained throughout a mad capped journey of skits and songs, all brought to life by the antics of seasoned performers, 'The New Music Men'.

As well as providing the perfect opportunity to celebrate the year's achievements with friends and colleagues, \$6,800 was also raised for Challenge, Supporting Kids with Cancer – a fantastic effort.



FMA Australia Victoria Branch Annual Golf Day



The FMA Australia VIC Branch annual golf day was held at the impressive Sandhurst Golf Club on the 13th of March 2009. With 59 golf enthusiasts registered to play, the day was off to a great start once players had stocked up on a hearty morning breakfast to help combat the somewhat cooler weather conditions. As players warmed up, so did the temperatures and some impressive golfing was seen throughout the day.

As sponsors, GJK Facility Services provided the drinks cart which served energy drinks and chocolate to weary golfers battling the heat of the day. A delicious barbecue also provided sustenance for hungry players, arranged by the Sandhurst Golf Club's friendly staff.

GJK Supports IFMA Foundation

GJK Facility Services has once again demonstrated its leadership, 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 is now amongst 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 new "Rock the Foundation" speaking tour initiative in April. Stephen Ballesty, the IFMA Foundation's first ever Australian Board member will be providing industry presentations in Chicago, Boston, New York and Atlanta prior to his attendance at the Foundation's annual workshop in La Grange from 24 – 27 April. "It's a simple plan for a "low-cost, high-impact-goodwill tour to raise awareness of the Foundation and funds for student scholarships during these tough times," Mr. Ballesty said.



GJK February Lunch Forum with Guest Speaker David Parkin

Both GJK Staff and clients enjoyed a memorable lunch at the Head Office on 26 February, 2009. Guest speaker for the day was David Parkin – a well known achiever in both the sporting and academic field. David shared with us his experiences of the world of business, through his own work with various organisations and corporations. David provided a fascinating insight into leadership and how to manage the different personality types you come across in your daily life.

Left to Right: George Stamas, Director (GJK), David Duncan, CEO (FMA Australia), David Parkin (Guest Speaker), Mark Brennan, Victorian Small Business Commissioner

Business Update

GJK's commitment to delivering exceptional customer service is highlighted by our recent success in the marketplace with the following contracts won and renewed over the past few months:

ALMC (won)

A Melbourne based industrial site.

City of Whitehorse (won)

Delivering diverse cleaning functions to its various nursery and waste depots.

Harley House (won)

A tender which was directed to a number of individual floor tenants, GJK provided an individual submission and was successful with all tenants.



Johnston Control – Exxon Mobil (contract extension)

An extension of current services being provided to this contract provided the opportunity for GJK Facility Services to submit quotation for the new sites of Spotswood and Yarraville Terminals cementing the quality of service currently being delivered to this client through Johnston Controls.

Melbourne Theatre Company (won)

A new building setting the standards in innovation and maintenance of a prime building which is always in the public eye.

Melbourne University (won)

A further additional site within the Melbourne University Campus, cementing the quality and delivery of services currently being delivered across the campuses.

Salmat (won)

A tender which was conducted by Five D nationally. The Service Alliance Group was successful in this tender process - securing the project nationally. As part of the overall bid GJK Facility Services was successful in this tender process for the Victorian sector.

The above successes demonstrate that while a tough economic situation faces the marketplace, GJK Facility Services is able to accommodate its customers' needs through effectively understanding the issues they face.

OH&S, Environmental and Quality Assurance

Quality Management System Surveillance Audit

SAI Global was awarded as the certifying body to audit GJK's IMS Certification earlier this year. Carried out on the 24 February, 2009, the audit showed that strengths of the IMS system included:

- Effective internal audits
- Good use of the File Maker Pro Database to manage customers
- Well controlled cleaning sites
- Detailed supplier/contractor assessment process



The audit also stated that GJK as an organisation had continued to progress with its core activities and that implementation of the quality management system was maintained through daily organizational practices. This included regular monitoring of objectives and targets, rectifying any systemic issues, recognising and adapting to customer requirements and ensuring inspections were performed by competent staff for critical activities. As a result of the audit it will be recommended that current certification in ISO 9001: 2008 is continued.

Sustainability in the field



Economics & Commerce Building

GJK Facility Services is proud to be associated with the Economics & Commerce Building Development at The University of Melbourne. Recently awarded its 5 star Green Star Education Pilot rating, the building incorporates 'chilled beam' cooling technology throughout, together with natural air ventilation systems for the Ground Floor and Level 1. The building also includes environmentally-sustainable initiatives such as a double-glazed façade, enhanced features for rainwater collection, black-water recycling, recycling of cooling tower water, low-energy light fittings, low-water sanitary fittings, bike storage facilities and staff showers.

GJK Facility Services Contract Site Manager for Melbourne University John Faulkhead will be joined by GJK Facility Services Supervisor Yiannis Kourounis and his newly assembled team in focusing on all aspects of building services unique to this educational five star facility, and the precision required in delivering services to the high-profile building. "The training and guidance initiatives and sustainability platform focus that GJK has provided to all Managers and Site Supervisors has enabled me to be proficient in the sustainability procedures and practices applicable to supervising this site," Yiannis Kourounis said.

Investing in Best Practice

GJK recognises the importance of the training and development of all our staff. An essential part of our training strategy is to provide career development for staff with opportunities to achieve a nationally recognised qualification. In partnership with the Australian Institute of Workplace Learning (AIWL), GJK will this year be delivering the Certificate IV Business Administration. GJK Management & Site Operators commenced training for this course in February 2009 and all have expressed enthusiasm at the content being covered and look forward to utilising their new skills sets in the workplace.



GJK Moves to Green Vehicles

With GJK's focus in moving towards a sustainable future we are moving our vehicle fleet from heavy fuel consumption and emission 4WD and wagons, to a much more sustainable Green Fleet. In support of GJK's commitment to becoming carbon neutral, GJK have commenced with the recent additions to our fleet of Hyundai Tucson with CO2 emissions of 220 (g/km). For more information on these vehicles visit www.greenvehicleguide.gov.au

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 those staff members who have taken on new positions within the company and we also meet the latest additions to our team.

Felix Sanz – Business Development Manager



Felix has joined us at Business Development Manager of GJK Facility Services. His role will involve special business development projects of various cleaning market segments and also creating new opportunities for our organisation.

Felix's involvement with the cleaning industry has spanned thirty-five years, successfully working his way through the ranks of several companies and gaining a wide range of experience as Operations Manager, Business Development Manager and Senior Company Manager, where he has overseen all areas of cleaning operations.

Felix has developed an excellent rapport with many CBD building owners and is held in high regard amongst his peers.

Felix is looking forward to creating successful business opportunities for GJK and aims to ensure that GJK is invited by customers seeking requests for tenders. He will also assist in tender interviews and sale closing negotiations.

Maxwell Castro - Supervisor



Max first joined GJK in July 2006, where he worked as part of the early morning shift at the Telstra Building on Exhibition Street.

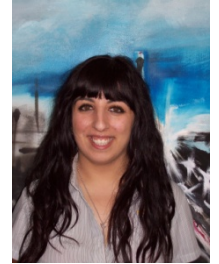
After exhibiting strong leadership qualities, Max was promoted to the early morning Site Supervisor in November 2006

After leaving the company in May 2007 to complete his studies in International Business at RMIT, Max has returned to us part-time as a Supervisor, reporting directly to George Tsimbouris.

GJK Facility Services Xmas Function 2008

'Society' on Bourke Street was the wonderful venue for the 2008 GJK Head Office Christmas function. The night got off to a great start with about 30 staff members meeting at the upstairs bar for pre-dinner drinks and nibbles. Festivities were soon underway with an entertaining power point presentation of staff caricatures which had been put together by a graphic artist, showcasing some of the hidden attributes and talents of each of us there. After that we moved downstairs to enjoy an exquisite three course meal, seasoned with bon-bons and party hats to get us all merrily into the swing of the Christmas spirit. After a leisurely and enjoyable meal, a few of the younger staff members went on to dance the night away. A great time was had by all.

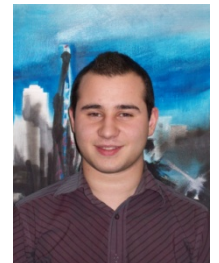
Helen Robotis – IMS Assistant



Helen joined GJK in May 2006, initially offering her exemplary customer service skills to working at reception. She's taken on various roles since then including work in administration and offering support to Sales & Marketing and IMS team.

Helen has now taken on a full-time role as IMS Assistant and will be responsible for the provision of helpdesk support to Westpac and secretarial support to the IMS Manager and Operations Department.

Peter Stamas – Customer Services Manager



Peter started with GJK Facility Services two years ago as a cleaner. Moving into his current role of Customer Services Manager last November, Peter now deals with all Westpac Banks and the new CBA banks which GJK is proud to be providing services for. For Peter, that involves dealing with day-to-day work orders and maintaining good communication with cleaners, staff and branch managers.

Before working with GJK, Peter Stamas was a butcher and a baker. He now looks forward to excelling at his current position at GJK and establishing his career within the company.

Yiannis Kourounis – Facility Services Supervisor



Yiannis Kourounis started his time at GJK working at the University of Melbourne Law Building as a full-time cleaner. He worked in that position for a year and a half before being promoted to Roving Supervisor. GJK was thrilled to recently promote Yiannis to Site Supervisor for Building D at the University - a 5 star Green star building in environmental sustainability.

