



eNews



A Message from our Director

Well, what a great year 2014 was for GJK Facility Services. The business continues to grow stronger each year nationally due largely to our professional and dedicated staff who provide excellence in all facets of our business to our valued clients and stakeholders on a daily basis.

Our level of professionalism has been recognised by the industry with a number of staff winning and nominated as finalists in a number of categories in the 2014 Australian Super Industry Excellence Awards.

Parveen Rai won the award for 'Outstanding Achievement in Customer Service. "Congratulations Parveen. Great job."

We have landed some sensational new business, most recently the contract for cleaning NSW Trains in New South Wales along the eastern seaboard. Other exciting projects will be announced soon.

As we move into another year we look forward to meeting the challenges ahead and continue to build even stronger partnerships with our clients, suppliers and service providers with our wonderful GJK team.

This is part of a series of quarterly newsletters to be produced on a quarterly basis to keep everyone updated and educated on the activities of GJK Facility Services and we welcome your comments and feedback.

I wish everyone a happy and successful 2015.

A handwritten signature in blue ink, appearing to read 'George Stamas'. The signature is fluid and cursive, with a large loop at the end.

George Stamas
Director FAIM
GJK Facility Services



GJK
Supporting
Industry

GJK greatly values its ongoing association with industry bodies and continues to be a supporter of events that provide valuable networking and professional development opportunities for people in the industry.

FMA AUSTRALIA (FACILITY MANAGEMENT ASSOCIATION OF AUSTRALIA)

GJK is proud of its continued association with FMA Australia and is delighted to play a role as a key supporter of events.

SUSTAINABILITY – THE AUSTRALIAN BUSINESS AWARDS 2014

GJK Facility Services was recognised as an ABA100 Winner for Sustainability in The Australian Business Awards 2014 for their outstanding commitment to the creation and development of well-managed initiatives.

The Australian Business Award for Sustainability (SYA) recognises organisations that execute initiatives that demonstrate leadership and commitment to sustainable business practices.

Conducted annually, The Australian Business Awards are now in their ninth year with one hundred winners (The ABA 100) announced in a variety of established categories across all industries.

GJK is committed to controlling energy consumption to avoid unnecessary expenditure, improve cost-effectiveness, productivity, and working conditions and protect the environment. GJK services have been tailored to increase safety, reduce their energy footprint, lower the use of water and energy and reduce the energy and waste released into the environment.

“At GJK we like to conduct ourselves in sustainable ways. We take responsibility for the impact of our actions on society and the environment. It is our mission to be a truly sustainable business where we have a positive effect on the world around us.” (GJK Green Team)

BSCAA (BUILDING SERVICES CONTRACTORS ASSOCIATION OF AUSTRALIA)

The Building Service Contractors Association of Australia offers its members access to a large industry knowledge library, educational material and resources, networking opportunities, industry management standards, industrial relations, as well as with industry news specifically focused on the building services community. It provides access to the most experienced and qualified trainers in the industry, both nationally and internationally, together with information on the latest products, systems and technology. GJK is delighted to be associated with such a pre-eminent employer group for the building service industry in Australia.

Congratulations to Elias Stamas, Manager, Strategic Development for also being elected to the committee of the BSCAA's Victorian Chapter.

“INNOVATION AND EXCELLENCE”



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New Business Update

GJK Secures Sydney and NSW Trains Contract



GJK are proud to announce that we have been awarded a five-year cleaning services contract for Sydney and NSW Trains, which commenced in November 2014.

GJK provides comprehensive cleaning services to Central Station, its platforms and all local and interstate trains travelling to and from Sydney, Melbourne and Brisbane.

The nature of this contract requires a more complex and higher quality of cleaning due to the longer trip duration and expectations of regional customers. Additionally, regional train services operate on a tight turn around when in their respective depots for train cleaning. Specific operational and

safety requirements have to be adhered to therefore relying on a highly productive service.

GJK have deployed in excess of 80 cleaners to cover the day, afternoon and night shifts who are supervised by two managers and 10 Leading Hands across all sites.

The transition began in October 2014 and our customer is already praising the efforts of our transition team

regarding the seamless integration of staff, their productivity, the state of cleanliness of train seats and toilets and the overall cleanliness of train platforms and concourses, being free from graffiti and unsightly litter.

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“INNOVATION AND EXCELLENCE”

Grant, Projects Manager NSW Transport, GJK Facility Services recently received a very welcome letter, which quotes:

“the standard of cleaning in XPT services departing Central this morning was excellent and of a high standard. Every day there is a gradual improvement in the quality of cleaning.”

Leisa Case,
Team Leader
On Board Customer Service
NSW Trains



“I also had a look at the Brisbane train this afternoon and the train was very clean. The On Board crew of the train were also complimentary of the cleanliness of the seats.

Can you pass onto your team to let them know their efforts are being noticed.”

Tony Exner,
NSWT Platform Manager

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“Dear Grant,

With respect to the transitional arrangements and rollout of the new contract for the provision of transport cleaning for NSW Trains, I would just like to pass on my congratulations to GJK Facility Services for the professionalism of its staff in making the transition smooth, efficient and without any major disruption and for the visual improvement to the cleanliness of the trains.

It has been a great start and as we work together to iron out some smaller issues, I am sure we will see a great improvement for the enjoyment of our customers.

Please pass on my thanks to all GJK Facility Services staff.”

Regards,
Joe Mercieca
Cleaning
Operations Manager,
NSW Trains



Grant (GJK Projects Manager NSW Transport, Centre) and Joe Mercieca (NSW Trains Cleaning Operations Manager) congratulate Tom, Team leader, Eveleigh Maintenance Centre.



A very happy employee, after receiving his Certificate of Appreciation and gift for his dedicated work through the transition period. – Well done Tom!

“INNOVATION AND EXCELLENCE”