

CONSOLIDATED :NEWS

CONSOLIDATED
PROPERTY SERVICES



Est. 1977

Cleaning for a Healthier Future

Cleaning is a very important aspect of infection control and in light of this, the international cleaning industry has recently resolved to make 'Cleaning for Health' a key priority.

Consolidated Executive Chairman, John Grant, recently attended a meeting with international leaders of the cleaning industry to discuss ways in which the industry can ensure that global healthcare bodies remain 'focused on the importance of cleanliness in the fight against healthcare associated infections'.



Following the outbreak of a range of influenzas across the globe, there has been an increasing focus on hand hygiene and hand sanitisation. Consequently the cleaning industry is now looking to go one step further by re-evaluating its role in promoting a 'healthier and more hygienic everyday environment'.

John commented that, "the rate of healthcare associated infections remains high in many countries and it is critical that the cleaning industry not only recognises the importance of addressing this issue, but also acts to make drastic improvements. The research proves that a clean environment is a healthy environment and the industry needs to band together to have all countries at a world class standard."

If you would be interested in reading further details regarding the findings from this research please advise the Consolidated Manager at your site.

Consolidated Annual Awards

Embedding a team-orientated culture at Consolidated has always been critical to the success of the organisation. The 'Annual Operations Awards Dinner' not only rewards the 'Outstanding Achievement' and 'Manager of the Year', but also recognises the achievements of the entire team with a night of fun and team unity. The results this year were especially close with so many exceptional individual performances and achievements.



Manager of the Year, Claudia

Congratulations to Claudia of Region 6 who was awarded 'Manager of the Year' and Julia of Region 2 who was rewarded for her 'Outstanding Achievement'.

Claudia, commented that "being awarded 'Manager of the Year' made me feel very proud of both myself and my wonderful team—without my team it would not have been possible

to reach this goal. The support of Consolidated has been paramount for my professional career and I look forward to continuing this positive trend for the years ahead." Claudia and Julia have both been awarded trips to attend industry based trade shows interstate and overseas to further develop their knowledge of innovative new products and systems in the cleaning industry.



Outstanding Achievement Award, Julia



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Team Talk

Gold!

Congratulations to Operations Manager, George Soumelidis, who received a gold medal when his volleyball team won a tournament held at the Kew High School.



Consolidated Bag

Tegan Smith, who was recently promoted to Sales and Marketing Coordinator, took her Consolidated bag as back-up when she performed a tandem skydive from 12,000 feet!

Consolidated Babies

Congratulations to Business Development Manager, Stuart Baker and his wife Meg on their new daughter Amelia, baby sister to Chloe (2).



The family keeps growing for Operations Manager, Fred Griscti, with the birth of Jack, his seventh grandchild.

Three is not a crowd for General Manager of Operations, Ian Barker, as he welcomes his third child Kaden into the family, little brother to Sienna (4) and Ethan (3).



Just Married

Staff member Verinder married partner Sandeep in a traditional Indian ceremony.

Looking stunning on her special day, Contract Manager, Claudia Rocha, happily walked down the aisle to marry Steve.



Employee Viraji married his beautiful bride, Viranga.

In Sri Lanka, staff member Heitor married his gorgeous bride, Mary.



Welcome

Consolidated recently welcomed Arthur Mallios to the management team. Arthur has been appointed as General Manager of Sales at Consolidated.



Annual Awards – Regional Employees and Supervisors of the Year



Naza



Rosa



Sam



Alex



Harun



Ramona



Carmen



Paola



Veronica

Winners not pictured: Miriam, Megan, Sue, Magda, Julian, Guido, Paula & Anton.

Country News

Winners of 'Employee of the Year' and 'Supervisor of the Year' awards in the country region were ecstatic with their achievements.

Country Supervisor of the Year, Lynne said, "it made her feel proud of herself and of the job she does at Consolidated."



Lynne's family, the staff and the client are all very proud of her achievement.

Country Employee of the Year, Sue describes how she was "amazed at being rewarded for the second year running". Sue has her certificate on display in her workplace as an example to her staff of "what they can achieve if they work hard". Well done Lynne and Sue!

Service Recognition Awards

15 Years



Rosa



Merfide



Serge

10 Years



Mira



Julia



Walter



Margaret



Mark

Thank You!

Thank you to everyone who generously donated Christmas presents to the 'Melbourne City Mission' through the Consolidated Christmas present drive.

The donation of over 200 Christmas gifts put smiles on the faces of many children that would otherwise not have received Christmas gifts.



Consolidated in 2012

The management team at Consolidated and the Grant family really appreciated the support we received from the many employees who attended the Christmas function at head office in December. The 300+ staff members attending helped create a terrific atmosphere. In the lead up to our 35th birthday milestone in July 2012, this function was another reminder of our unique culture. Apart from the Awards which were distributed on the day, we also took the opportunity to formally thank and acknowledge a number of staff members with Long Service Awards. We intend to alter the format for 2012's event, to include our families at the December Christmas Party – details will be released later in the year.

We would also like to announce the significant appointment of Arthur Mallios who joined Consolidated in March 2012. Arthur brings a wealth of experience to Consolidated and will oversee

our Sales Department, while working closely with the senior management team to further strengthen our business.

The forthcoming year will present new challenges in a tightening economy; regardless of this changing environment, our commitment to be recognised as the 'company of choice' within the Australian cleaning services market remains unchanged. We are excited about the opportunities which lie ahead and we look forward to working with you all throughout 2012!



**Managing Directors,
Justin Grant and
Paul Grant**

Consolidated Launches 'Employee Assistance Program'

Consolidated is continuously looking for new ways to support our people and we are pleased to announce the roll out of a company-wide Employee Assistance Program (EAP). The EAP will provide support and assistance to individuals to assist in resolving a broad range of work or personal issues that may have an impact on the individuals' health and wellbeing.

Consolidated's EAP will provide 100% confidential short term counselling and wellbeing support to all employees and their eligible immediate family members at no charge to the employee. This program offers their EAP services in many languages and is able to arrange interpreting services if required.

The Employee Assistance Program provides a wide range of services including:

- » Face-to-face counselling
- » Manager hotline
- » Telephone & Skype counselling
- » Online tools including Ask The Psychologist, Exec@ssist, Legal@ssist, Finance@ssist, Mortgage@ssist
- » Health Steps Online (Cognitive Behavioural Therapy Program)

Consolidated recently completed an extremely successful six month pilot of the Employee Assistance Program and as a result have decided to officially launch the program from April 2012. Consolidated OH&S Manager, Ashley O'Brien, commented that "workplace health is more than just injury prevention. Through this program we are able to support the wellbeing of all staff and their families, right across the business."



**HR Manager, Mark Guinea and
OH&S Manager, Ashley O'Brien**

All appointments are made directly with PPC Worldwide and individual information discussed during counselling sessions is completely confidential.

Cleaner and Supervisor of the Year



**General Manager of
Operations, Ian Barker**

The Consolidated management team is very grateful for the commitment and contribution from all of our outstanding cleaning staff and supervisors. The process in selecting the 'Supervisor of the Year' and 'Cleaner of the Year' was a particularly difficult task in 2011 due to the very strong talent pool within our operations team that is continuing to go from strength to strength.

The 2011 'Supervisor of the Year' was presented to Maria of Region 7 who offers exceptional customer service while continuing to develop a strong team culture at her site.



**'Supervisor of the Year',
Maria with Justin and Paul**

Consolidated is also very pleased to recognise Victoria of Region 6 as the 'Employee of the Year'.

Victoria's positive and 'can do' attitude had been recognised by not only her Manager but also the client at her site. Upon receiving the award Victoria thanked her manager and her fellow team mates for their support and contribution to making their site an ongoing success.



**'Employee of the Year',
Victoria (right), with
Contract Manager, Claudia**

On behalf of Consolidated I would like to say congratulations to both Victoria and Maria for such outstanding achievements.

Work Safety – Electrical Leads



- » DO check for current test and tag date on electrical leads before using machine.
- » DON'T use a machine with an out of date tag.
- » DO report damage to equipment and leads including kinks, bends, crossing wires and damaging insulation casing.
- » DO remove damaged equipment from service and attach a 'Danger – Do Not Use' tag.

Sustainability Month

The focus of 'Sustainability Month' in February 2012 was the training and education of all management staff on all things relating to environment in the cleaning industry. The management team attended a training session which covered topics including environmental rating tools, waste audits and understanding environmental logos. Staff were also trained on how to understand the difference between products that are environmentally certified and those that are considered to be 'green washing'. Following the session, all managers will sit the online test to gain the 'Sustainable Cleaning Certificate'.



Contract Manager, Alex

We understand that it is important that Consolidated clients are introduced to new and innovative products in the market. As part of 'Sustainability Month' the operations team were introduced to a range of new environmental products on the market which will in turn be introduced to our client base in the form of a 'sustainable cleaning brochure'. Given the high demand for a broad spectrum of products pertaining to waste management, the sustainability brochure features a broad range of budget and high end recycling bins. Please speak to your Consolidated Manager if you would like to view a copy of the brochure.

Australasian Waste and Recycling Expo (AWRE)



Ensuring that Consolidated is always keeping in touch with what is next in waste, recycling and sustainability, Eliza Hoppe (GM, Environment) attended the Australasian Waste and Recycling Expo (AWRE) in Sydney. Eliza commented that



the "AWRE gave some fascinating insights into the ever evolving future of recycling and the financial impact the carbon tax will ultimately have on consumers that are NOT recycling". Keynote speakers from the Federal Government discussed the increasing cost of landfill and how this will, over time, flow on to the properties disposing of the waste. The conference further highlighted the fact that NOW is the time to implement recycling programs.

National Recycling week – 'Friday File Fling'



Consolidated's head office participated in the National Recycling Week activity, the 'Friday File Fling' which encourages the re-use and recycling of office paper and files. Congratulations to the head office team who 'flung' over 253.7 kilograms of files which represents savings of 7,821 litres of water and 132 kilograms of CO₂ equivalent.

Contract Manager, Robert, flinging some files



Art Of Recycling

A university student has discovered that toilet brushes can make a very decorative light shade.



Odd Spot



In a small Chinese town called Shijiao, a family run factory recycles in excess of 10,000 tonnes of Christmas lights each year. America has no use for the thousands of tonnes of scrap lights discarded each festive season, so they are purchased by China who has the market for mixed brass and copper found in the wire and bulb sockets. The plastic section is sold to people who make slipper soles. Nothing is wasted.

Did you know?

Excess amounts of greenhouse gases in the atmosphere are contributing to global warming and climate change.



When wasted food is thrown away and breaks down in landfill, together with other organic materials, it becomes the main contributor to the generation of methane – a gas 25 times stronger than carbon dioxide at trapping heat in the atmosphere. We can all make a real contribution to tackling climate change and living more sustainably by wasting less food.



HAVE YOUR SAY...

Employee feedback regarding workplace issues, general comments or even suggestions for future newsletters are always appreciated.

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