

Ripples

Assetlink Newsletter



Wishing you a Merry Christmas!

Christmas Edition | December 2011

Christmas Message from Aurora



I'd describe 2011 as a year of highs and lows with the economic situation being uncertain yet presenting us with the opportunity to stretch ourselves to bring innovation to the forefront for the benefit of our clients and their shareholders. The industrial relations scene sure has been active and one we will have to continue to manage very closely, however with challenges come opportunities and I am pleased to share with you all that we have managed to achieve our targets even in tough times – in fact they have made us stronger and more determined.

This time of the year is always a perfect opportunity to reflect on the year's accomplishments and there have certainly been many in 2011. In September, Assetlink celebrated its 18th year, a very proud and humbling time for us. Beginning with our

18 & Stepping Up Conference in June we followed with a companywide celebration in September. It was really terrific to see everybody at Assetlink embrace this milestone and I'd like to thank again our wonderful people for their loyalty and commitment and to our amazing clients for their support which made this milestone a reality.

Earlier this year we moved the Sydney office into new premises in Gladesville and recently our Brisbane office was also relocated into larger premises in Eagle Farm. We strengthened our leadership team with the appointment of Lou Reid as National Business Development Manager and Ian Price as National OHSE & Risk Manager and we welcomed new people in Support Offices and on Assetlink sites across the country. We were successful in winning numerous key contracts and are working relentlessly to convert a number of additional opportunities for the New Year. Our vision for 2012 is to continue to embrace progress through the development of our people, the retention of our clients and existing contracts and the acquisition of new contracts across a variety of industry channels. Systems and IT development also have a huge focus.

Many reports suggest that there will be continued economic uncertainty in the year ahead and we must ensure that we are prepared for and can navigate through another potentially challenging year. One of our core strengths at Assetlink has always been our people. We absolutely believe that both our leadership and our people are what set us apart from the competition and we will continue to recognize and support Assetlink people for their contribution and dedication.

I encourage our business leaders at all levels to continue to take the challenge to be transforming in their approach through strong communication with our teams leading to high engagement of our people. Communicating and living the Assetlink vision and values is imperative for our continued success.

I take this opportunity to wish you and your families a wonderful, safe and relaxing Christmas and New Year and thank you to everyone who has helped make 2011 a success.

Best wishes, Aurora

A handwritten signature in black ink that reads 'Aurora'.

Celebrating 18 Years

Assetlink recently celebrated the significant milestone of achieving 18 fantastic years in business!

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Assetlink Expands in Queensland

Supporting our ever growing Queensland region clients, Assetlink is pleased to advise that a new office has now been opened in Cairns. Operated by Regional General Manager QLD / NT, David Huiskes, the North Queensland office will provide additional support for local sites and clients in the region. David comments that "Opening a local office to support our growing client base in this region was important to all of the management team at Assetlink. We want to ensure that we can react quickly to opportunities and also any client concerns that arise to maintain the high service levels we strive for." David will also be responsible for the Northern Territory region and is looking forward to spending more time in this region also now that he is located closer in proximity!



The Queensland Southern Region will be managed Regional General Manager, South Queensland, Ricki Palmer. Ricki has significant experience in supporting the clients and Assetlink personnel and is committed to building an even stronger Southern Queensland Region.

Assetlink Supports Local Charities

Recently Assetlink supported the University of Wollongong (UOW) Charity Cricket Match & Gala Dinner and the St George Foundation Ball and Golf Day.



The UOW Charity Cricket Match & Dinner supports the Stumping Serious Diseases program which raises funds to support the university's research programs to improve the health and well-being of the community by understanding the causes and developing treatments for serious diseases.

The St George Foundation helps build a secure future for disadvantaged children by funding programs for smaller charities. Since 1990, the St George Foundation has partnered with over 700 community organisations and invested more than \$17 million to improve the lives of Aussie kids who are physically, socially or economically disadvantaged.



"Assetlink is delighted to be able to assist both of these worthy causes, by raising funds to help those in need in our local communities."

Supporting Movember to change the face of men's health

Movember is about changing the face of men's health with the funds raised in Australia equally supporting the two biggest health issues men face – prostate cancer and depression.

Supporting Movember this year was Mark Elphinstone and Peter Rohanna who have successfully raised \$1,555! That's a massive effort guys well done!



AND in recognition of your dedication to Movember Assetlink is delighted to match all donations received!

New Business Recently Won

Congratulations to everybody that assisted with the successful tendering of the following new accounts.



At Brisbane Airport, we were awarded the Cleaning & Minor Maintenance Services for the entire International and Domestic terminals.

Beginning on November 1st, the team in Brisbane have done a wonderful job in ensuring a seamless rollout for the client.

In New South Wales, Assetlink acquired the Department of Immigration and Citizenship (DIAC) contract for a total of three properties located in the CBD, Airport and Parramatta. Assetlink previously maintained the Airport property and was successful during the tender to be awarded the entire portfolio for DIAC.

A number of new accounts have also been won in South Australia including Saab Technologies, Cobham Aviation and ExxonMobil. Saab Technologies (separate to Saab Automobile) have specialist systems engineers developing complex military and civil system solutions. Assetlink is pleased to provide the cleaning and maintenance services for the entire Saab facility. Cobham Aviation provides specialist flight operations to Government and Civil agencies in Australia and the Asia Pacific and provides fly-in, fly-out services for major mining companies. Cobham has entrusted the cleaning and maintenance of the entire facility including all industrial areas, hangars and the offices, break out and lounge areas to Assetlink. Assetlink also provides ExxonMobil at Adelaide Airport with the industrial cleaning of their facility.

The Good News Bell at Assetlink has certainly been busy these last few months!

Welcome & Congratulations

Welcome to the following support office staff who have recently joined Assetlink:



Ian Price
National OHSE & Risk Manager



Simon Pennell
Contracts Manager



Lou Reid
National Business Development Manager



Frank Clarke
BDM Southern Region



Juliana Fujita
Office Administrator

A special welcome also to all the front line staff across the country. Welcome to the Assetlink team!!

Congratulations & good luck to Louisa Kunze and Stuart Brouwer who have been promoted to Managers at Brisbane Airport.



Capalaba Team Farewelling Louisa as she heads to the Brisbane Airport Team.

Ismail Yilmiz and his wife recently welcomed the birth of twins, Elif and Emre Ali. Congratulations to you both! We are sure that these two beautiful little people will bring you many years of joy and happiness!



Assetlink Employees Clean Up at the BSCAA NSW & VIC Awards

Congratulations to the following Assetlink employees who were nominated by their managers and received awards from the BSCAA NSW & VIC.



Daryl Croft, Chirnside Park Shopping Centre, Chirnside Park VIC – WINNER for the Excellence in the Security of a Commercial site / Retail site



George Hallal also received an award for service recognition on the night for his contribution to the association.



Ian Lumsden, Erina Fair Shopping Centre, Erina NSW – JOINT WINNER for the Individual Supervisor/Leading Hand Award



Keith Durrant, Westpoint Shopping Centre, Blacktown NSW – WINNER for the Individual Cleaners Award



Congratulations also to Ismail Yilmaz, Lindsay Gavin and David Bove who were finalists in the nominations for Supervisor / Leading Hand in Victoria.



Congratulations also to Mark McCormack who after two years at Cairns Central as 2IC has moved to Mt Sheridan Plaza, Cairns.

Mark's dedication and hard work at Cairns Central have been rewarded with this promotion to Site Supervisor at the soon to be renovated Mt Sheridan Plaza. Mark has only been at his new site for 2 weeks and is already making a huge impression on the client.

Well done Mark and good luck!

Congratulations Rouse Hill Town Centre – Voted Number 1!



GPT's recent customer satisfaction survey found that Rouse Hill Town Centre was the strongest centre in their portfolio for overall satisfaction.

26% of customers were Extremely Satisfied & 59% Very Satisfied with the centre overall.

Some of the key findings were:

- Cleanliness was the centre's strongest attribute!
- Rouse Hill Town Centre was ranked
 - > #1 in cleanliness
 - > #1 in amenities
 - > #1 in safety & security

This is an outstanding result and one that the entire team at Rouse Hill should be very proud of.

Not only is the client extremely happy but the shoppers using the centre have noticed and appreciated the service delivered by the Assetlink team – this is the best compliment of all.

Well done Rouse Hill Town Centre.

Assetlink signs agreement with GreenFleet

Assetlink is committed to ensuring the sustainability of our environment for generations to come and are pleased to have recently signed an ongoing agreement with GreenFleet.



What is GreenFleet?

GreenFleet is a not-for-profit organisation dedicated to helping the community reduce the environmental impact of travel, business and lifestyle choices by adopting low-carbon alternatives.

GreenFleet provides practical ways for people, businesses and other organisations to prevent and minimise the greenhouse gases they produce and to offset greenhouse gas emissions by planting forests that soak up carbon dioxide from the atmosphere as they grow.

Our commitment!

Assetlink's commitment to GreenFleet is to offset 100% of carbon emissions on our entire motor vehicle fleet and air travel.

In 2011 Assetlink offset 133 tonnes of carbon emissions by planting native trees in permanent forests.



For more information about GreenFleet go to:
www.greenfleet.com.au

Assetlink registers with CarbonFairGo

CarbonFairGo is an online hub that allows businesses to manage and monitor their Carbon Risk and offer information about Carbon Management.

The goal of CarbonFairGo is to direct organisations to a more efficient use of energy and other resources in order to reduce carbon emissions.

As a member of CarbonFairGo, Assetlink participate in reporting our Carbon Emissions which provides transparency to our stakeholders. Our goal at Assetlink is to reduce our carbon footprint and this commitment will become evident over time on CarbonFairGo.

Eugene Ayers – Casuarina Square Employee of the Year!

Congratulations to Eugene Ayers who was awarded employee of the year by GPT for his hard work and dedication at Casuarina Square in the Northern Territory. GPT awarded Eugene with a certificate and a \$1,000 gift voucher! Well done Eugene – this is a wonderful achievement and very well deserved. It is really fabulous to see Assetlink employees recognised by our clients for the wonderful job that they do.



L – R: Andrew Hungerford – Operations Manager, Eugene Ayers & Ben Gill – Centre Manager.

Under the Microscope – The Assetlink Risk Department

At Assetlink our aim is to deliver the highest quality level of service to our clients whilst at the same time we are committed to managing our exposure to risk through the implementation of independently certified management systems and proven work practices and processes.

ISO3100 defines risk as the "effect of uncertainty on objectives". Uncertainty includes events which may or not happen and which are caused by a lack of information or ambiguity. Risk may lead to both negative and positive impacts.

In support of Assetlink's endeavors to manage risk and assist their staff and clients we have acquired specialised knowledge and capability within the Corporate Risk Unit including;

- Occupational Health & Safety
- Occupational Hygiene & Welfare
- Workplace Injury Management
- Workers Compensation
- Public Liability
- Environmental Sustainability
- Management System Certification
- Statutory Compliance



This knowledge assists us in providing the highest level of service excellence with a reduced level of exposure to risk thereby protecting our staff, our clients and the general public.

Assetlink is certified to ISO9001 and ISO14001, and independently assessed as compliant to AS/NZS4801. Assetlink will pursue full certification to AS/NZS4801 in 2012.

If you require further information or support from Assetlink please contact your local compliance officer.

Celebrating 18 Years

13th September, 2011

Since September 1993, Assetlink has continued to grow year on year to now employ over 2,000 wonderful people and to operate at over 350 sites across Australia. This is a significant achievement and one that could not have been achieved with the support and confidence of our clients and the loyalty and dedication of everybody at Assetlink! It is the people at Assetlink that set us apart from our competitors and ensure our continued success.

We marked 18 successful years with a celebration cake and coffee at each of our sites and support offices and held a competition for the site that took the most creative and funniest photo. We had so many fabulous pictures that it was difficult

to decide on just one winner but in the end it was decided that the best picture came from Melbourne Central!



Well done to the Melbourne Central team who recently celebrated their achievement with Aurora, Franco and

George Hallal with a special lunch*. Whilst we should all be exceptionally proud of the last 18 years, we need to recognise that to continue to grow and provide a sustainable workplace for everybody at Assetlink, we must step up to the challenges ahead. We must continue to innovate and provide a level of service that exceeds our client's expectations and provides our people with an enjoyable, safe and secure working environment. This is our challenge and our commitment for the next 18 years and beyond.

Thank you again to everybody that participated in our 18 Year Celebrations – we are looking forward to the next milestone celebration!

* See backpage for more photos

Photos of our 18th celebrations:



The Living Safety Culture Competition

The safety of everybody at Assetlink has always been a high priority. Now, with the recent appointment of Ian Price as National OH&S & Risk Manager, safety & risk management practices at Assetlink will benefit from even more focus in the future! Our goal at Assetlink is zero injuries and to achieve this we will soon be implementing The Living Safety Culture policies.

However we need your help with a motto or catchy name for this initiative. Below are some ideas – do you have any other suggestions?

Help us to find a motto for the new safety culture program at Assetlink and the winner will receive a \$100 Westfield Gift Voucher.

1. Injury Free Workplace
2. Plan your work and work your plan
3. Safe from Harm
4. Together we are safer and stronger
5. Safety is a core value
6. Safety matters

At Assetlink we are absolutely committed to ensuring the health and safety of our staff, our clients and end users and we are looking forward to implementing The Living Safety Culture policy at Assetlink in the near future.

Please send all entries to; mail@assetlink.com.au or via mail to the Sydney Support Office (Attention: The Living Safety Culture Competition). Entries close January 20th, 2012.



⚠ Risk Awareness Tip



Manual Handling – Safe Lifting:

Injuries can leave you with long term suffering with lower back injuries. Some simple lifting techniques will help prevent injury.

- Lift with a straight back and arms
- Load held in close to the body
- Bend at the knees
- Use your strong leg muscles to stand
- Avoid lifting above shoulder height

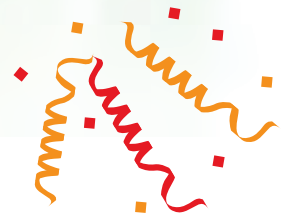
Assetlink Launches Innovation Promotion

Constant innovation is important in every organisation – it is what helps set businesses apart from the competition. Innovation is not just about new products. It is about new ways of doing things and doing them better!
At Assetlink we need to innovate to continue to grow our business. Successful innovation involves everybody at Assetlink!

To capture new and innovative ideas from within our organisation we are launching the Innovate to Win promotion. There are \$5,000 in prizes to be won to those people who submit the most viable and innovative ideas that will add value to our organisation. Information packs have been sent to all sites or for more information contact innovation@assetlink.com.au. Entries close February 17th, 2012 and winners will be announced in March.



It's time to Celebrate!



It's that time of year again! Time to reflect and celebrate the year just gone and look forward to the year ahead.

Thank you to all of our fabulous clients and hardworking, loyal and dedicated staff for making this a great year.

Assetlink Sydney Client Christmas Party



Assetlink Victoria at Oaks Day, Melbourne Cup Spring Carnival



Melbourne Central Lunch – Winning Team for 18th Celebration Photo



Assetlink South Australia Christmas Party

