

Ripples



ASSETLINK NEWSLETTER / July 2010



Communication At Work STRATEGIC PLANNING DAY

What a great day we shared on Friday 18th June for the presentation of Assetlink's Strategic Plan! The Management team of Assetlink was keen to communicate the milestones of the Strategic Plan and explain future direction and expectations. Managers attended from NSW, Queensland, Victoria and South Australia and were given the opportunity to hear of the plans held by Assetlink and contribute their thoughts on Assetlink's future.

Another major component of the day was the presentation by the Kronos team on the new paperless time keeping system (see *separate article*) and we thank Greg Pryor and Diana Raice of Kronos for attending and the Assetlink project team for their hard work in progressing this major project. We are very excited about the outcome of this work which will create a leading edge in the industry and allow Assetlink to embark on further strategic technological improvements.

Reviewing Customer Service Standards was also a focus of the day with facilitator;

Monika Goertz. All those attending enthusiastically contributed to what they identified as the important components of customer service in line with Assetlink's values and were involved in creating a new set of Customer Service Standards for the company. The many ideas and contributions will be further assessed by the Management team before being presented again. It was an exceptional day when so many

members of the Assetlink team came together to share and exchange ideas, contribute to forward planning and discuss their vision for the future.

A terrific amount of very positive feedback has been received for this significant day of planning and strategic direction and we thank all those who attended who gave heartily of their opinions, experience and ideas. *continued...*



Groups working at tables.

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Here are some of the photos from the day for you to enjoy.



Southern Region team



Groups working at tables

UPGRADE of Sydney International Airport

Sydney Airport is upgrading the International Terminal. The upgrade of the departures level is complete and some of the Assetlink team were present at the recent opening.

The new passenger processing and security screening areas have opened and there are new shops, restaurants and waiting areas. The upgrade and expansion will benefit the increasing number of international passengers flying from Sydney.



Key elements of the upgrade include:

- Expansion of the departures level by 7,300 square metres
- Redevelopment of 30,000 square metres of the existing departures level
- New outbound border control and security screening area
- New food and beverage outlets
- A new outbound baggage handling system and early checked baggage storage system
- New arrivals level baggage reclaim carousels for increased A380 capacity
- More waiting areas and additional seating for passengers
- An additional 120 metres of moving walkways



Pictured here at the recent opening from left to right are Aurora Fonte (Assetlink MD), Rod Gilmore (SACL General Manager - Corporate Affairs & Human Resources), Moses Alawieh (Assetlink Service Manager, TI), Ivan Tomic (Assetlink Portfolio Manager).

Presentations for CONTAGIOUS LEADERSHIP

A number of Assetlink managers recently completed a course specially-tailored by Assetlink in Cert IV Frontline Management. This course, which we called Contagious Leadership, was introduced to develop the leadership skills of our people to enable positive people management. Contagious Leadership covers building and leading teams, successful relationships, quality customer service, planning and creating a safe work environment.

Pictured here is General Manager, NSW, Tony Carmona at the Strategic Plan day presenting certificates for the completion of Contagious Leadership to Delia Procobis, Gary Singh and Moses Alawieh. Congratulations to all.



Delia Procobis



Gary Singh



Moses Alawieh

WORLD CUP FEVER At Westpoint Blacktown!

There has been much excitement for Soccer fans with coverage of the 2010 FIFA World Cup being held in South Africa. The Assetlink team at Westpoint Blacktown, have got into the spirit of supporting their team by wearing their chosen Nation's jersey. There are representatives in jerseys of Brazil, France, Italy, Japan, Nigeria, Germany and other countries.

Although Australia's chances of winning the World Cup have disappeared, there is still plenty of enthusiasm at the centre with lots

of interest and positive comments from retailers and customers to the Assetlink team who make a bright appearance throughout the centre wearing their colourful tops.

Thank you to Robert Thomas, Service Manager at Westpoint Blacktown, who presented the idea and to Centre Management for their support. We know that the team is enjoying the opportunity of making their work environment a fun and positive place to be!



Some of the Westpoint team wearing World Cup jerseys

Westfield Southland Community Day



Since 2008, Westfield Southland in Melbourne holds a community day to raise funds and awareness for their local community partnership with MOIRA - Disability & Youth Services.

On Friday 8th May Assetlink staff participated as part of the Westfield team, contributing towards the not-for-profit program that provides support for people

with disabilities and their families, along with youth in crisis.

All those who work at Westfield Southland were involved, with retailers donating products and services for the event. Mums with disabled children were treated to a day of 'pamper' where they enjoyed lunch, free massages and make-up, as well as lots of give aways.

There was also fund raising held across the centre with a raffle and sausage sizzle. Assetlink staff assisted customers by explaining what the day was about and directing them to the sausage sizzle where donations were being taken.

The team enjoyed their involvement in the day, which Westfield declared a success. Over 600 sausages were sold and \$1,300 was raised towards the charity, with another community day planned for December.

NEW APPOINTMENT

Assetlink is pleased to announce the appointment of Carol Morris as Regional Manager for South Australia. Carol has worked with Assetlink for some time, being responsible for the Westpac portfolio in SA and now has the increased responsibility for all the Assetlink contracts in this State as well as working to develop new business.



Welcome Carol, great to have you on board!

NEW CONTRACTS

NSW RETAIL:

Assetlink is thrilled to announce our appointment for the management of cleaning services to the QIC contract which includes the retail properties of Castle Towers, Castle Mall and Westpoint Blacktown in NSW.

Assetlink's reappointment to Westpoint Blacktown marks Assetlink's 10th year at this landmark Centre in Sydney's West. Special note of thanks to Robert Thomas, Karen Talbot and the team at Westpoint Blacktown whose efforts and continued service created a great reference for Assetlink generating such a positive outcome.



Robert Thomas and Karen Talbot of Westpoint Blacktown

Service Managers' Meetings

Our People Development Manager, Jennifer Beers, recently had the pleasure of attending Service Managers' Meetings in Brisbane and Melbourne over the last few weeks, where she has had the opportunity to speak about managing people. Being based in NSW Support Office, Jennifer was thrilled with the reception that she received and is looking forward to the next time she can attend future meetings in these States.



Jennifer has also visited several sites recently (Westfield Warrawong, Queen Victoria Building/TGV, Westfield Penrith, Neeta City) to deliver Customer Service training. She has enjoyed the opportunity to talk again with site personnel and also re-visit some issues with Service Managers during her visits.

DON'T FORGET!!! Payment Summaries (GROUP CERTIFICATES)

Assetlink recently sent out forms to all personnel asking for confirmation of personal details. This will impact now, at tax time, as Payment Summaries (Group Certificates) will shortly issue to all employees. So if you have not returned a form and changed your address or any personal details in the past twelve months, please notify Payroll immediately.

TRAINING NEWS

Congratulations to Gail Faucett and Ian Faucett of Circle on Cavill who completed their traineeship in Cert III Asset Maintenance (Cleaning).

Pictured here are Gail and Ian receiving their certificates from Aurora Fonte.



Flu Facts and Prevention

Influenza, commonly known as the flu, is a highly contagious viral infection. Symptoms include headaches, sore throat, high fever, tiredness, coughing, and muscle and joint pains. Although rare, flu can increase the risk of serious complications or death as a result of the underlying infection. You are more at risk of developing serious complications if you are:

- Over 65 years of age
- A severe asthmatic
- Have chronic heart disease, lung disease or a neurological condition
- Have impaired immunity or a chronic illness, such as diabetes or kidney disease
- Pregnant
- An Aboriginal or Torres Strait Islander person over 50 years of age, or aged 15-49 with risk factors.
- A health-care worker or resident of a nursing home or long-term care facility

It is important to protect yourself against the flu virus particularly if you belong to one of these high-risk groups. Vaccination provides the most effective protection against the flu as it allows the body to build up immunity to the virus and avoid infection.

The best time to get vaccinated is between March and May before the onset of the flu season in winter. Protection develops about two weeks after the injection and immunity lasts for up to one year.

The vaccination is safe and cannot give you a dose of the flu as it contains no live virus.

For more information visit the InFLUenza website at www.fightflu.gov.au



Avoiding the Flu

- Get an annual flu vaccine
- Cover your nose and mouth with a tissue when you cough, sneeze or blow your nose
- Dispose of used tissues into the bin immediately
- Regularly wash your hands with soap and water
- Keep your hands away from your eyes, nose and mouth
- Avoid physical contact with others and stay at home if you develop flu symptoms