

Festive Fun

More than 150 clients, staff and their families had a ball at the 2014 ACS Christmas party in December. Held at Strike Bowling in Glen Waverley, this event was also the occasion for announcing the annual ACS Awards.

The worthy Award recipients are:

- *Blazicia Strukar - Cleaner of the Year Award*
- *Maureen O'Shea - Client Services Manager of the Year and a Sales Achievement Award*
- *Vince Ruberto - 10 Year Service Award*
- *Tony Di Fabrizio - Support Staff Excellence Award*



Chris Jones, Finance and Insurance Manager for Mercedes Benz, Berwick, relaxes with his children in the Karaoke Room.



Blazicia Strukar with her Award, Lewis Igini and Senior Client Services Manager, Chris Turner.



Siena and Charlie work out they need larger hands to bowl this ball like their parents.



Welcome from the Managing Director

I am pleased to introduce the new ACS newsletter which will come out every quarter for ACS clients and employees.

I'd love your feedback so please pass on any comments to your client services team or drop me a note at ligini@acspropertyservices.com.au.

It was wonderful to see so many people at our client and staff Christmas Party held this year at Strike Bowling in Glen Waverley. The children (and many adults!) had a raucous time in the Karaoke Room, and the pool tables and bowling alleys were in high rotation.

The Christmas party is our way of saying thank you to all who made the company a success during the year, and brings clients and staff together in a fun-filled environment.

All the best for a successful 2015.

Lewis Igini

'Triple Cert' is Renewed

ACS Property Services proudly achieved 'triple certification' in 2008 and recently gained renewal. The certifications, which demonstrate ACS adopts world best practice, comprise:

- *ISO 9001 Quality Management System*
- *ISO 14001 Environmental Management System*
- *AS 4801 Occupational Health & Safety Management System*

These three accreditations demonstrate ACS's commitment to cleaning and maintenance excellence ensuring clients are provided with a consistently high level of quality and service; the best outcome for the environment is achieved and the health and safety of staff and clients is not compromised.





Q&A

with Lewis Igini, Managing Director, ACS Property Services

Q What environmental measures does ACS take to ensure sustainability?

ACS has created a complete environmental program called ACS Green. Our focus is to protect the environment while reducing our carbon footprint. We achieve this by using:

- Chemicals that are totally biodegradable.
- Surfactants that are non-caustic, phosphate free and derived from naturally renewable resources.
- 100% biodegradable bin liners that decompose in two years, as opposed to 99 years.
- Steam mops that eliminate cross contamination and leave no residual chemical grime.

Plus, we encourage clients to reduce their landfill by introducing a sustainable recycling program through Eco Bins.

Our strict selection process for suppliers must meet our ACS Green requirements, thereby enabling us to provide this 'green' assurance to clients.

Who's Who?

To help you get to know us better, in each edition of ACS Bulletin we will profile an ACS staff member. This month we are pleased to introduce:



Lualla Tong
Senior Business Development Manager

Lualla was an accomplished account manager who joined us in September last year. Her commitment to understand and meet client needs with best business outcomes has led to her establishing long-term client relationships.

This, combined with integrity and strong business ethics, has driven her success in strategic sales. With these attributes, Lualla's role at ACS Property Services is

to develop and enhance positive client relationships.

Lualla is a keen gardener with a particular interest in Australian native gardens. Using her thirst for creativity and passion for Australian indigenous wildlife, Lualla has designed and implemented a native garden landscape on her rural Yarra Valley property. With emphasis on attracting birdlife, the garden focuses on many native flowers and water features. Also keen on growing fresh produce, Lualla has a diverse vegetable patch.

In addition to gardening, Lualla enjoys motorcycling, cycling, and if time permits, camping and caravanning.

CASE STUDY: Adass Israel School

ACS commenced cleaning the Adass Israel School in 2013 and since then has resolved many issues. This has contributed to an effective cleaning and maintenance solution.

Located in Elsternwick, Adass Israel School is co-educational with approximately 900 students from early learning to secondary level.

ACS's services, including cleaning and maintenance to virtually the whole school, entails classrooms, auditoriums and halls, external areas, offices, libraries, gym, lab rooms, kitchens and toilets.



Cleaners Frank and Zac with Maureen at Adass Israel School.

Maureen O'Shea, ACS Client Services Manager, manages the school's services and cleaning staff.

"The school likes the fact it can deal with one company to handle not only the general cleaning but also manage specialist services such as window and steam cleaning, professional cleaning of Kosher kitchens and grounds maintenance," she said.

Other factors appreciated by the school include:

- Ability to be flexible and adapt to the school's requirements to deliver the services within a limited time frame.
- Having one point of contact who is responsive and quickly addresses any issues.
- Solving an offensive odour in the boy's toilets through a bio clean solution.

Lisa Wise, Executive Assistant at the school, said they are extremely satisfied with the service from ACS Property Services.

"We greatly appreciate their attention to detail and their thorough cleaning. Maureen and the cleaners are approachable on any issues that may arise. We couldn't be more impressed with their communication.

"Always pleasant and helpful, we look forward to continued superior service and a positive working relationship. A clean working environment makes all the difference in a functioning workplace," Lisa said.