

## ACS Wins → Clients Win Too

ACS Property Services has won many new contracts and achieved contract renewals for many organisations over the past six months including:

- Active Display
- John Wardle Architects
- Worksafe
- Waverley BMW
- Brilliant Lighting
- Sholem College
- Daiken Australia
- Independence Australia
- Trimas
- Shelford Girls Grammar

Congratulations to everyone involved. Clients are assured that ACS will deliver a high quality service to ensure all their cleaning and maintenance needs are met.



Waverley BMW has renewed its contract with ACS for a further two years.

## WHO'SWHO

**Chris Turner**  
Senior Client Services Manager

Chris joined ACS in April 2014 and is responsible for the management of the ACS Operations Team as well as his own portfolio of clients.

With more than 15 years experience in the industry and around 10 years as a state operations manager, Chris's expertise includes establishing, implementing and coordinating the quality plans for each contract. As part of this role, he ensures client KPIs and ACS's high quality standards are met and maintained, and environmental and OH&S compliance standards are met.

Delivering services to make sure a client's needs and deadlines are met is another important responsibility.

A devoted Dad to three girls, Chris enjoys teaching them the finer points of cricket, a sport that he loves. Chris won a cricket scholarship as a junior and played at sub district level as a batsman and wicket keeper.

Chris also enjoys mountain bike riding, reading and bush walks around his home in Emerald.



Chris and his three girls enjoying a bush walk.

## Welcome from the Managing Director



Our first ACS newsletter received wonderful feedback. I hope you enjoy this issue too.

In this edition we are introducing you to Chris Turner and explaining how the ACS portal works, its new features and the benefits to you and your organisation.

Tony Di Fabrizio gives an overview of how his role directly ensures ACS clients are provided with consistent, professional and quality managed cleaning services.

We also recognise new clients and ones who have renewed. To assist ACS in winning new business and being consistent with our methodology and costings, we have recently appointed Bea Kazemi as a full time estimator. Creating this new dedicated role has proved to be a success.

Finally, thank you to every ACS client: new organisations that have just joined us, many others who have renewed their contracts for another two years and clients who are mid-cycle.

We look forward to a continued and effective long term partnership with you all.

*Lewis Igini*

## What's New?

ACS is often advising on managing waste and efficiencies, and more effective management of consumables for working environments such as washroom facilities.

As a trusted adviser to clients, ACS is constantly updating its knowledge on new products that are regularly being introduced by major vendors.

To this end, ACS holds product demonstration sessions at its office where suppliers such as Kimberley-Clark, Tork, Deb and Caprice train ACS staff on the features and benefits of their latest products and trends in the industry.

Examples include new toilet paper dispensers that are secured to prevent pilfering, fire and insertion of needles; new paper towel holders; and the latest in touch-free foam soap dispensing systems.

Being up to date ensures ACS can provide proactive advice to clients on the best new products available, which can deliver management, environmental and financial benefits.



A new product demo from Tork.

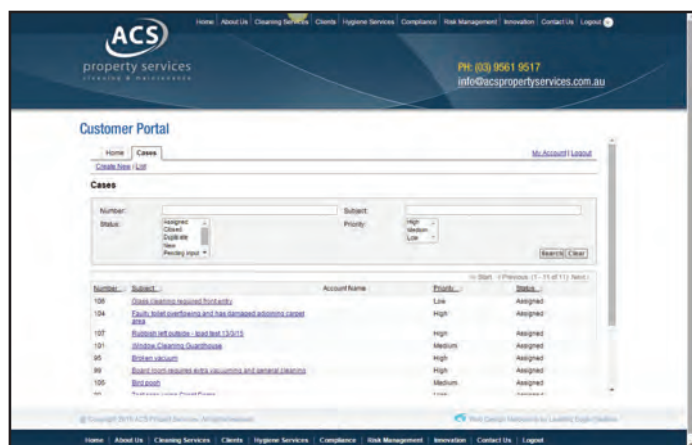
## Greater Control for Clients with New ACS Portal

Selected ACS clients will soon have access to the new ACS Property Services Portal on its website following a successful trial over the past three months.

The ACS Portal provides many benefits to clients including a more streamlined communication process, call management and escalation management, access to reporting, and transparent escalation of unresolved cases.

Current trials are underway at Assa Abloy, Chobani (yoghurt) and PrixCar with positive and constructive feedback received that has resulted in some improvements being made.

Logging into the password-protected portal is easy. Once inside, clients can view current cases (issues that need attending to) and see information that includes dates, priority level, the people involved, the status and resolution statement. Photographs or documents can be attached to provide additional detail of a problem and to demonstrate a resolution.



The ACS Portal provides efficient communication for clients and allows the ACS management team to maximise the time they invest on clients and their requirements.

Further enhancements to be implemented include access to all monthly inspection reports, quarterly reviews and current specifications.

Tony Di Fabrizio, ACS Client Relationship Manager, has been instrumental in setting up the portal and knows that clients will find its functions and features easy to use and navigate.

"We've made it very user-friendly and of course it can be accessed on a smartphone or tablet. Clients are notified by email when cases have been logged and they can see who is looking after the case and all points of intervention towards case closure. Cleaning teams and Client Services Managers are notified of new cases immediately they are posted online, and clients are also notified when an issue has been rectified and the case is resolved," Tony said.

"It also enables me to perform quarterly reviews, create trend graphs and put strategies and actions in place to ensure quality is maintained."

Tony's role and the ACS Portal is testament to the importance ACS places on delivering the highest level of client service possible.

## CASESTUDY



### IFF

International Flavors & Fragrances (IFF) is a \$US1.5 billion company that creates flavours and fragrances used in a wide variety of consumer products.

ACS Property Services is proud to be associated with IFF, which has its roots dating back to 1833 in Europe. IFF's Australian operation is based in Dandenong and as expected from a global business that operates in 32 countries and has more than 6,200 employees, it demands the highest standards from its cleaning partner.

ACS commenced working for IFF in 2013 managing the cleaning of its laboratories, offices and manufacturing areas.

Chris Turner, ACS Senior Client Services Manager, said the ACS team works closely with the IFF day staff with ACS cleaners having to be trained in the operation of forklifts and elevated work platforms to ensure the thorough cleaning of walls and ceilings in the manufacturing and warehousing areas.

"Our day cleaners also assist with the company's recycling initiatives, such as sorting materials, which is just one part of IFF's comprehensive sustainability program.

"The company appreciates the quality and attitude of our staff."

IFF expertise is used to create unique scents and tastes in fine fragrances and beauty care, detergents and household goods, as well as beverages, sweet goods and food products.

Kevin Colling, IFF's Site Services Manager said ACS is very responsive, understands IFF's requirements and demonstrates an ongoing commitment to quality.

"The ACS cleaners have been extremely reliable and valuable to the company. We appreciate the additional services ACS provides, such as consumables and knowledge on other processes to suit our needs," Kevin said.