

New Time & Attendance App Verifies Service Delivery

A new app is about to be launched by ACS that will provide clients with a real-time record of the start and finish times of ACS staff such as cleaners and maintenance personnel.

It is currently being trialed with success for a Melbourne council, providing council and ACS management with full transparency of service delivery including asset/facility location, log on and log off information.



As part of ACS's new time and attendance app being trialed by a Melbourne council, ACS cleaners log on and off at individual council facilities as they are serviced.

ACS staff use a smartphone to submit their details over the internet, which are viewable online by the client.

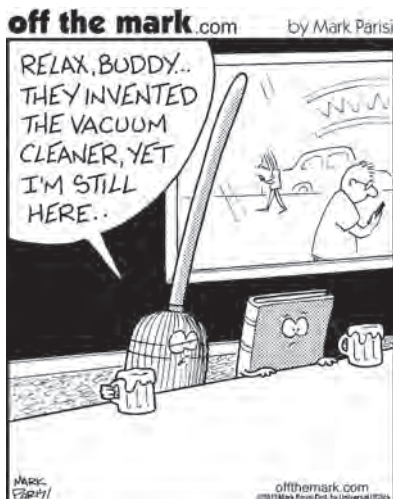
This real-time information is essential for councils and other organisations, such as schools

and hospitals that have compliance obligations to meet. It also allows them to address any phone enquiries, such as from a member of the public about when a public convenience was last cleaned, with the full knowledge in front of them.

Tony Di Fabrizio, ACS Client Relationship Manager, said each asset to be cleaned, such as a toilet block or barbecue, is "locked in" geographically into the Time and Attendance app via GPS coordinates, which ensures the cleaner is delivering the required service at the correct location.

"This new technology that we developed will provide ACS clients with a proactive customer service platform. In addition to providing electronic verification of service delivery, it will ensure contract compliance.

"This app can improve efficiencies by capturing real clean-time spent on each asset, which has the potential to transform the management of our personnel," Tony said.



Welcome from the Managing Director



While it's not over yet, I'm pleased to share a review of our year so far.

ACS had a successful start to the year with the transition of many new contracts and the addition of a dedicated estimator to our team, Bea Kazemi. A productive second half of the year has seen plenty of new initiatives implemented, particularly in IT.

One of these is a custom-designed application that allows ACS to track and monitor our employees' time and attendance, which is then instantly accessible on the client portal 24x7.

Our teams have worked tirelessly throughout the year to ensure we work in partnership with our clients and meet their cleaning and related service needs. Their hard work in ensuring practices, processes and procedures were followed, ensured we were successful in passing our annual audit and renewal of our 'triple certification'.

Thank you to everyone at ACS who has helped make 2015 a success and our clients whom we value for their loyalty and continued partnership.

Lewis Igini

Office Closure

The ACS office will be closed from 5.30pm Wednesday, 23 December and reopen at 8.30am on Monday, 4 January 2016. If you have an emergency over this period please call 0414 898 951.

ACS is Going National!

ACS now services clients in New South Wales, Queensland and South Australia and our interstate expansion isn't stopping there. The company's focus is to continue to grow the business by driving excellence in customer engagement and delivering exceptional customer service.

All ACS customers with offices outside of greater Melbourne can talk to ACS about the benefits of a multiple site contract, wherever those facilities are in Australia.



ACS Attends ASBA 2015



Lewis chats to a delegate at the ASBA Conference.

With schools being an important sector within ACS's business, the company recently exhibited at the Association of School Business Administrators (ASBA) Conference, attracting the largest gathering of non-government school business administrators from across Australia and New Zealand. Held recently in Perth, Lewis Igini, Lualla Tong and Frank Colli flew the ACS flag and spoke to nearly all of the 500 school business administrators present.

Winner of the business card draw was Lee Perry (photo above) from Kingswood College in Box Hill, Victoria, who received a Garmin vivofit activity tracker.

WHO'S WHO

Bea Kazemi
Estimator/Tender Writer

Bea brings more than 15 years experience in the service industry to this key position and has an impeccable background in business development.

Responsible for estimations, bids and tender responses of new and renewal business, Bea has been involved in securing \$1.5 million worth of business and streamlining business development documentation and information since she joined ACS in March 2015.

With an Honours Degree in Psychology and Business, Bea is also a qualified counsellor, attributes that are invaluable in providing her with excellent interpersonal skills that are put to good use when liaising with clients and colleagues.

Bea is also Mum to an energetic two-year-old boy and enjoys cooking, gardening and working out in the gym.

Bea's energy, sense of humour and optimism are a great contribution to ACS where she is enjoying greater professional and personal development and contributing to the ACS team.



CASE STUDY



Melbourne Airport

ACS is now in its eighth year of providing cleaning services at Melbourne Airport's domestic terminal, specifically the food court and other food and beverage related outlets such as Villa & Hut, Mattress Blue and Giancarlo.

The primary cleaning contract for the Qantas terminal is held by Delaware North, a global leader in hospitality and food service management, which has an annual turnover of \$US2.6 billion and employs more than 55,000 people.

Vera Georgiou, Food and Beverage Operations Manager at Delaware North, Melbourne Airport, is directly responsible for 350 staff plus the ACS contract, which sees cleaning take place seven days a week over a ten-hour night shift.

"There are three key attributes we look for in our cleaning operations," said Vera. "The most obvious is cleaning effectively and efficiently; good communication between myself and Vince Ruberto, the ACS Client Services Manager, and our ACS cleaning team; and also the speed of service delivery for additional work that we require from time to time.

"I'm pleased to say that all this is on track and is indicative of having a good relationship, particularly with Vince, where we both respect each other's roles and can sort out any issues as they arise," Vera said.

In addition to maintaining the various floor surfaces of terrazzo tiles, carpet and vinyl, additional work includes deep cleaning in kitchens and high level cleaning of vents, lights and signs, which quickly get a build-up of dust and soot from being next to the aircraft hardstands.

All ACS cleaners at Melbourne Airport must have an ASIC pass and for safety reasons must have been inducted into Qantas's procedures and policies.

"We are very pleased with ACS Cleaning Services and look forward to continuing our relationship," Vera added.

To enquire about ACS services, please contact us at:
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