

WINTER | 2015

voices

AN ALSCO GROUP STAFF PUBLICATION



INVESTING IN SUCCESS 04

AWARDS & CONFERENCE 08

NZ MANAGERS CONFERENCE 12

FOODSERVICE SHOW 20

SOCIAL OVERVIEW 24

Welcome

to our Winter issue of 'voices'



Welcome to the Winter issue of Voices for 2015. This issue highlights your many achievements, which were officially acknowledged earlier this year at the Australian Managers Conference, the Australian Sales Conference as well as the New Zealand Managers Conference. I would like to take this opportunity to congratulate all winners and nominees and thank you all for your continued hard work and commitment to the AlSCO Group.

At AlSCO we are constantly working on improving our efficiencies and productivity across the branches. In this issue you can read about the enormous project of installing new water tanks at Campbelltown branch, a huge team effort which has resulted in increased efficiency at the branch. Congratulations to everyone involved in this project on a great result.

As you are aware, safety is of the utmost importance to us all at AlSCO, and our aim always, is that everyone goes home safely to their families at the end of each day. One of the initiatives recently introduced by the Human Resources team is the safety portal, which will keep all of you up to date with current safety issues and give you access to valuable resources.

AlSCO continues to have a strong presence at industry events and exhibitions, notably the Foodservice show attended by our Victorian Sales team recently. You can read all about this major food industry event and our sponsorship of the Chef of the Year competition on pages 20-21.

Many of you have continued to work hard raising money for a number of charitable associations. I would like to congratulate you for your efforts, which are highlighted in these pages as well, and acknowledge the wonderful community spirit that exists across the Group.

I wish you well for the remainder of the year and thank you for your ongoing contribution to the AlSCO Group.

Bryan F. McEvedy
GROUP CHIEF EXECUTIVE



Contents

FEATURE

INVESTING IN SUCCESS AlSCO 2015 Sales Conference	04
AWARDS ACROSS THE REGION Managers Conference & Awards	08
\$100M IN 100 WEEKS NZ Managers Conference	12

SPOTLIGHT

NEW TANKS FOR CAMPBELLTOWN The final installation	14
AUCKLAND ARTWORK A joint initiative	16
RECHARGE YOUR HEALTH Spring is in the air	18
2015 FOODSERVICE SHOW AlSCO exhibits and sponsors Chef of the Year	20

OUR PEOPLE

A DAY IN THE LIFE OF Kirsty Peake and Jo Ann Tonkin	22
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SOCIAL OVERVIEW

LATEST NEWS FROM AROUND THE BRANCHES A roundup of the recent events	24
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HAVE YOUR VOICE

Share your experience, your story and your branch events with the AlSCO community. Send your contribution for Voices to jlawrence@alSCO.com.au by 30 October 2015.

Pictured: A scene from the Chef of the Year competition held at the 2015 Foodservice show. See page 20 for highlights.

Cover photo: Francis Siasat, Brisbane branch, was one of the recipients of the "Going the Extra Mile" award. Francis has been responsible for making Brisbane washroom into arguably the most efficient and most productive washrooms in AlSCO Australasia with average turn times of 10 minutes" reports Fred Gardyne, Regional Manager, Engineering and Production Services.



Investing in Success

The 2015 Sales Conference at QT Hotel Gold Coast

TRAINING AND RECOGNITION

The 2015 Sales Conference was held earlier this year at the QT Hotel on the Queensland Gold Coast. The two day conference saw Sales Executives from each state gather together for training and recognition of their success in 2014.

During the course of the “Investing in Success” themed conference, the Sales Executives were entertained by body language expert and author Allan Pease, and educated and empowered by career trainer Andrew MacKell-Wong.

The conference concluded with the awards dinner where a number of Sales Executives were rewarded for their achievements over the past year. Congratulations to the following award recipients:

HIT THE TARGET

This award is given to the Sales Executives who hit their sales target in six months of the year as well as achieving in their yearly target.

George Giorgas
Jay Hughes
Steven de Villiers



George Giorgas - Sales Executive of the Year.

Graeme White
Eddie Lakiss
Kylie Clark
Gabriela Calvete Hider
Ray Lipscombe
Annie Hepburn
Simon Barnes
Lyle Consul
Nathan Scott
Robbert Klomp
Sharron Quinn
Kate Edwards
Jude Stapleton
Georgina Vergemezis.

MAJOR SALES CATEGORIES:

SALES EXECUTIVE OF THE YEAR

George Giorgas

GENERALIST SALES EXECUTIVE OF THE YEAR

Nominees:
George Giorgas
Jay Hughes
Eddie Lakiss

Winner: Jay Hughes

MAT SALES EXECUTIVE OF THE YEAR

Nominees:
Eddie Lakiss
Gabriela Calvete Hider
George Giorgas

Winner: Gabriela Calvete Hider

LINEN SALES EXECUTIVE OF THE YEAR

Nominees:
George Giorgas
Luke Carroll
Brenton Waye

Winner: George Giorgas

GARMENT SALES EXECUTIVE OF THE YEAR

Nominees:
George Giorgas
Ray Lipscombe
Eddie Lakiss

Winner: Eddie Lakiss

FIRST AID SALES EXECUTIVE OF THE YEAR

Nominees:
Jude Stapleton
Nathan Scott
Leah Al Kably

Winner: Jude Stapleton

FRESH & CLEAN SALES EXECUTIVE OF THE YEAR

Nominees:
Nathan Scott
Jude Stapleton
Emma Telley

Winner: Jude Stapleton

ROOKIE OF THE YEAR

Nominees:
Samantha Elley
Nathan Scott

Winner: Nathan Scott.

Sales Conference



George Giorgas
SALES EXECUTIVE OF THE YEAR AND
LINEN SALES EXECUTIVE OF THE YEAR

"It is with much pride and delight that I watch George Giorgas accept his multiple nominations and then ultimately win Sales Executive of the Year for 2015," said Regional Sales Manager Mandy Priestley.

"George has always prided himself on delivering exceptional customer service and uses his large networks in the Brisbane area to drive the sales of hospitality linen in the region. His enjoyment of his role is obvious and his confidence and commitment to following up sales leads ensures he has always had good results. However over the past 18 months George has managed to take this to a new level as he enveloped the changes we made to sales in the region both cross branch selling and diversifying his product sales to incorporate more mats and first

aid. George has expressed his thanks to his branch and team for giving him the foundations to excel in a difficult market and is now extremely focused on achieving more great results in the coming year."

Gabriela Calvete Hider
MAT SALES EXECUTIVE OF THE YEAR

Since joining AlSCO in February 2008 Gabriela has been a very consistent and successful Sales Executive winning many awards throughout the years. However one award had always eluded her, 'Mat Sales Executive of the Year',

Gabriela set her sights on this prize early in 2014 when she made a promise to herself and her Branch General Manager, Gaby Paardekooper, that 2014 was her year to win the Mat award.

"Gabriela worked tirelessly throughout the year chasing down every opportunity, aiming for a minimum

of one mat sale every single day," said Gaby. "She visited many existing accounts looking for an upsell opportunity and at the same time consistently added new greenfield opportunities into her pipeline.

Gabriela's tenacity and high activity level paid off. Congratulations on a very successful year and on winning the title of AlSCO Mat Sales Executive of the year."

Eddie Lakiss
GARMENT SALES EXECUTIVE
OF THE YEAR

Congratulations to Eddie on his success as Garment Sales Consultant of 2014.

Eddie had another fantastic sales year selling the broad scope of AlSCO services to both new and to the existing customer base. Eddie effectively utilises his external and internal networks to achieve high opportunity conversion and ongoing customer satisfaction. Eddie especially

succeeded in his Garment Sales, realising great results for him personally, and for the Campbelltown branch.

Again congratulations and thank you Eddie!
Peter Robertshaw.

Jay Hughes
GENERALIST SALES EXECUTIVE
OF THE YEAR

"Jay is an integral member of the SE QLD Sales team and has also been extremely welcoming of the many changes we have implemented in the past two years. Over this time I have had the pleasure of watching Jay grow immensely in his role", said Mandy Priestly.

"His success is largely a result of approaching everything as if it is his own business. He is always happy to go above and beyond and his confidence has grown. He has managed to double

his revenue sold each month and therefore his commission payments. He is well liked amongst his peers and also his customers and uses internal networks to support his success."

Jude Stapleton
FRESH & CLEAN SALES EXECUTIVE
OF THE YEAR AND FIRST AID SALES
EXECUTIVE OF THE YEAR

"Jude is a great team player whose focus has always been building excellent relationships both with her customers and within the branch. She takes the time to understand what businesses require and uses this knowledge to effectively sell the Fresh & Clean and AlSCO Managed First Aid services to new prospects," said Fresh & Clean National Business Manager Joanne Milton.

"Jude is a fantastic Account Manager, always looking to expand customers into National Accounts," said Fresh &

Clean National Sales Manager Monique Welsh. "She's a great team player and very First Aid focused and a deserving recipient of both Fresh & Clean and First Aid Sales Executive of the Year."

Nathan Scott
ROOKIE OF THE YEAR

Nathan joined Fresh & Clean last year and immediately created a great impression with both customers and staff with his professionalism and enthusiasm. "Nathan asks the right questions, listens to customers and provides solutions," said Monique Welsh. "He sells the entire range, which is very important and is a great team player. He is a deserving recipient of this award."



EXTRA MILE WINNERS



Going the Extra Mile

Going the Extra Mile is an award given to those people who have continuously performed above and beyond their regular duties. They have provided extra assistance and support for fellow employees, generally without being asked, and taken on extra responsibility when required.

We would like to congratulate the following people whose contribution to AlSCO makes them stand out as a positive example to others.

NAME	BRANCH
Andrew Deacon	Head Office
Ariel Desousa	Head Office
Kathryn Gill	Head Office
Biji Karunakaran	Adelaide
Chetan Patel	Adelaide
Francis Siasat	Brisbane
Irene Matthews	Brisbane
Myrna Bridgland	Cairns
Tom Ellis	Campbelltown
Phanida Sknuphan	Campbelltown
Faye Gray	Enfield
Duc Luu	Enfield
Jeanine Cameron	McKay Services QLD
Jamie Parker	McKay Services QLD
Michael Farfaglia	Melbourne
Cvetanka Maticevska	Melbourne
Valerie Losefo	Mulgrave
Paul Walker	Newcastle
Brad Martin	Newcastle
Graeme Young	Perth
Sharon Smith	Perth
Val Faavae	Salisbury
Greg Nalder	Salisbury
Steven Ives	Sydney
Krystle Wood	Sydney
Lorelle Kay	Wollongong
Alana Bailey	Wollongong
Kirsty Peake	Fresh & Clean Adelaide
Jo-Ann Tonkin	Fresh & Clean Adelaide
Debby Lupuljev	Fresh & Clean Brisbane
Kellie Farmilo	Fresh & Clean Brisbane
Jean Sutcliffe	Fresh & Clean Melbourne
Jose Ortiz Barrillas	Fresh & Clean Melbourne
Tammy Cox	Fresh & Clean Sydney
Kylie Winkler	Fresh & Clean Sydney
Julie Wieclaw	Australian Linen Supply
Clarine Dodge	Australian Linen Supply
Guru Marihal	Clean Room Garments
Lucia Hau	Clean Room Garments
Joe Wu	China
Uma Atkinson	Malaysia
Fook Kan Heng	Singapore
Suwaree Suriya	Thailand

Awards across the region

MANAGERS CONFERENCE & AWARDS

In May 2015 Senior Managers from the AlSCO Group in the Asia Pacific region gathered with their partners in the Hunter Valley for the Annual Managers Conference. The program consisted of two days of intensive workshops designed around the theme of "Building a Case for Change", which provided the opportunity to focus on key areas for growth and development in 2015. This was followed by the Awards Dinner which recognised the fantastic work done by branch staff across the region.

Congratulations to the following winners and nominees.

SERVICE DELIVERY PERSON OF THE YEAR

Nominees: Daniel Blackmore – Campbelltown, Craig Beard – Enfield, Adrian Stanisic – Melbourne, Peter Bridge – Mulgrave, John Marsh – Newcastle, Mykel Ihnat - Wollongong.

Winner: Adrian Stanisic – Melbourne.

SERVICE ACCOUNT MANAGER OF THE YEAR

Nominees: Mark Williams – Campbelltown, Craig Ritzau – Enfield, Scott Elliot – Mulgrave, Paul Nicholson – Wollongong.

Winner: Scott Elliot – Mulgrave.

SERVICE MANAGER OF THE YEAR

Nominees: Paul Giorgianni – Campbelltown, Craig Clark – Melbourne, Tony Atanasovski – Wollongong.

Winner: Tony Atanasovski – Wollongong.

PRODUCTION MANAGER OF THE YEAR

Nominees: Brenton Lemon – Adelaide, Adam Linton – Brisbane, James Paton – Campbelltown, Richard Locke – Enfield, Simon Atkins – Melbourne, Fred Ison – Wollongong, Steve Ewing – CRG.

Winner: Brenton Lemon – Adelaide.

ENGINEER OF THE YEAR

Nominees: Stanley Govender – Adelaide, David Cannon – Brisbane, Osman Mehmet – Enfield, John Kane – Mulgrave, Barry Ostergaard, – Sydney, Les Rush – Wollongong.

Winner: David Cannon – Brisbane.

OPERATIONS MANAGER OF THE YEAR

Winner: Geoff Stebbing – Fresh & Clean Brisbane.

ADMINISTRATION MANAGER OF THE YEAR

Nominees: Arthur Taras – Adelaide, Susanne Strong – Campbelltown, Kylie Anderson – Mulgrave, Janet Malin – Sydney, Brenda Scerri – Wollongong, Neil Bartlett – CRG.

Winner: Janet Malin – Sydney.

REGIONAL GENERAL MANAGERS' COMMENDATION

Peter Halasz – Brisbane branch
Cheryl Collins – Mulgrave branch
Geoff Stebbing – F&C Brisbane.

WHS BRANCH OF THE YEAR

Nominees: Brisbane, Cairns, Campbelltown, Enfield, Melbourne, Mulgrave.

Winner: Cairns.

BRANCH OF THE YEAR

Nominees: Adelaide, Brisbane, Campbelltown, Enfield, Wollongong, Fresh & Clean Melbourne, CRG.

Winner: Wollongong.



The Winners



Adrian Stanisic - Melbourne Scott Elliot - Mulgrave Tony Atanasovski - Wollongong Brenton Lemon - Adelaide David Cannon - Brisbane

SERVICE DELIVERY PERSON OF THE YEAR

Adrian Stanisic - Melbourne

Adrian has a fabulous relationship with his entire customer base. He is described as being courteous, reliable and someone who always follows up on customer issues. His customers often comment on the professionalism of his service.

Adrian will always try to find solutions to customers' issues before bringing them back to his SAM. If he sees anything that may indicate the customer is looking at using an alternative supplier he immediately reports it back to his SAM.

Adrian has completed the Service Excellence training and is 100% compliant with Service Excellence principles. He is a standout student in applying the principles both at AlSCO and with customers.

Adrian is a model SDP, his attendance is exemplary, he treats his vehicle as if it was his own and always ensures that it is spotless at the end of each day. He is a worthy recipient of this award.

SERVICE ACCOUNT MANAGER OF THE YEAR

Scott Elliot - Mulgrave

Scott responds to all customer requests in a timely manner with accurate and clear detail, and works well with others within the business and with other managers. He is someone who displays leadership and knowledge and sets a great example to others.

Recently, due to Scott's expertise and commitment, the branch has transferred a number of major accounts to be managed by him, as his record shows he understands their requirements in relation to reporting and visiting and has a good grasp of their business needs.

Scott assists with the management of route distribution, regularly making recommendations

to the Service Manager to help balance the workloads between SDPs.

SERVICE MANAGER OF THE YEAR

Tony Atanasovski - Wollongong

Tony has driven change and reduced cost year on year. He is a great team player and will be found chasing money from customers at the end of the month for Admin, and arranging and doing linen pickups when Production is running low. Tony has been instrumental and taken a leadership role in the implementation and maintenance of Service Excellence throughout the branch.

PRODUCTION MANAGER OF THE YEAR

Brenton Lemon - Adelaide

Brenton's worked hard during 2014 to make a real difference to the branch by significantly increasing revenue. He also continued to review Safe Work Procedures and concentrated on Spindle training across the branch, which was reflected in the overall performance of the plant.

ENGINEER OF THE YEAR

David Cannon - Brisbane

Dave is an exceptional Engineer who has Eagle Farm performing to a superb level. His professional approach ensures effective equipment and excellent housekeeping.

OPERATIONS MANAGER OF THE YEAR & REGIONAL GENERAL MANAGER'S COMMENDATION

Geoff Stebbing - Fresh & Clean Brisbane

Geoff displayed outstanding leadership during the changes to Fresh & Clean throughout 2014. In the absence of a Branch Manager, he set a fine example to everyone at the branch. Congratulations on a great achievement Geoff.



Janet Main - Sydney Cheryl Collins - Mulgrave Geoff Stebbing - F&C Brisbane Peter Halasz - Brisbane WHS Award - Cairns

ADMINISTRATION MANAGER OF THE YEAR

Janet Malin - Sydney

Janet led her team to achieve a fantastic year end result given all the challenges faced by the division across the year, least of which being the Garmex acquisition. She is a pivotal member of the Sydney branch WHS committee and actively plays a role in driving site and company specific initiatives and procedures.

Janet is a positive role model to all employees in terms of behavioural standards and work ethic. She is always considerate and conscious of employees' well-being and the impact of others' behaviours on fellow workmates.

REGIONAL GENERAL MANAGER'S COMMENDATION

Peter Halasz - Brisbane

One of Brisbane branch's engineers, Peter Halasz has displayed enormous initiative in developing electrical control programs. He developed a program for Starch System which has radically improved the starching of serviettes, as well as a PLC program for controlling flatwork ironers. Both these systems have been implemented in several of our branches and have been of enormous benefit in production and engineering efficiencies. A team player, Peter has willingly worked in other branches to help them improve their electrical operations. He happily gives guidance to others and is constantly challenging the status quo to ensure the best outcome.

Cheryl Collins

Cheryl is the Melbourne Stockroom Manager (MSR) at Melbourne Stock Room. She is an extremely efficient manager who consistently achieves and improves on her previous results and has been successful in achieving positive comparative costs of producing garments from the MSR. Cheryl's KPI time frames for delivery of garments has continued to improve with the result that output of the MSR is well above expectations.

WHS BRANCH OF THE YEAR

Cairns

Cairns achieved an excellent Safety Scorecard for 2014, with Workers Compensation claims down and lost time injuries significantly reduced. They constantly reviewed and implemented Safe Work Procedures and Unsafe Condition Reports.

BRANCH OF THE YEAR

Wollongong

Congratulations to Wollongong branch on receiving this award for the second year running. The branch has excelled at training its staff, providing Service Excellence training, WHS training and general training of each task within all departments. The branch should also be congratulated for the way in which it has cemented its place in the Wollongong community, through their support of local sporting teams and charity events throughout 2014.



Wollongong - Branch of the Year



NZ Managers Conference



The theme of the conference ‘\$100m in 100 weeks’ was kicked off in great style.

CHATEAU TONGARIRO HOTEL

The New Zealand Managers Conference for 2015 was held just prior to Easter at the beautiful Chateau Tongariro Hotel complex located close to the Whakapapa ski field on the slopes of Mount Ruapehu in the centre of the North Island.

\$100M IN 100 WEEKS

On arrival on Wednesday evening, a surprise gift was delivered to our rooms with instructions to wear on day one of the conference. The theme of the conference ‘\$100m in 100 weeks’ was kicked off in great style by Group General Manager, Mark Roberts. The Managers were resplendent in our gift – our local rugby team shirts. Wearing our own local shirts was a reminder that as individuals we tended to work in our own regions and not communicate as well as we could. This can result in business within national clients sometimes slipping through the cracks so that a business that instead of being GREAT, was merely good. To remind us of the theme, the instruction for the day was that every time we heard the word “GREAT” we were to raise our arms and yell it out loud, an instruction we all caught onto with “GREAT” enthusiasm.



Late morning and another gift for all of us – the arrival of our own All Blacks shirts and this time after a quick change to our new “strips” and with a resounding chorus of “GREAT” we made our way to the team photo opportunity.

Bill James, a professional speaker and trainer from “Inspired Learning Systems” led us through an entertaining day covering a raft of topics; from Beliefs and Branch Ownership to Internal and External relationships, all aimed to move us to work more closely as one team and remove the obstacles that hold back Company growth.

The morning of day two was full on with speakers and presentations covering topics ranging from the new Deane’s FR Garment range to Health & Safety to new product updates. A final team building exercise was held in the afternoon with archery, frisbee, golf and orienteering with the expected amount of competitiveness, cheerful banter and quite a bit of cheating.

A fantastic and informative couple of days concluded with the Awards dinner and presentations for achievements earned over the past year.

A big thank you on behalf of the entire Management team to Tui Ashe; who once again did an awesome job organising the conference for all to enjoy.

ALSCO NZ ANNUAL AWARDS

As usual the annual awards pomp and ceremony was included with the conference and on the final evening many of our “stars” were recognised for their valued contributions to the business.

The following were the deserving recipients that were recognised for their efforts in 2014:

BRANCH OF THE YEAR No award

SERVICE CENTRE OF THE YEAR
Tauranga Branch

EXCELLENCE IN HEALTH AND SAFETY
Auckland Branch

SALES EXECUTIVE OF THE YEAR
Christine Marshall – Fresh & Clean Auckland

PRODUCTION MANAGER OF THE YEAR
Aaron McConnochie – Christchurch

ENGINEER OF THE YEAR
Bhawesh Kumar – Auckland

ADMINISTRATOR OF THE YEAR
Mark Williams – Christchurch

SERVICE MANAGEMENT AWARD
Steve Walker – Hamilton

SERVICE DELIVERY PERSON OF THE YEAR
Letane Tiimalu – Auckland

GROUP GENERAL MANAGER SPECIAL COMMENDATIONS

Bevin de Wit	Fresh & Clean Auckland
David Gluyas	Wellington
Brian Heslin	Palmerston North
Geraldine Phillips	Support Centre
David Stanway	Wellington
Zach Smith	Palmerston North
Jade Makiri	Auckland
Helen Kench	Palmerston North
Deborah Merito	Christchurch
Peter Martin	Hamilton
Alan Barr	Dunedin
Sheran Taylor	Christchurch
Matt Compton	Auckland
Paul Prentice	Napier

Well done to all recipients from all of us here at AlSCO NZ.

New tanks for Campbelltown



After two years in the planning phase and a six month installation process, Campbelltown branch has a new water storage system.

"The old system was past its use by date and in need of replacement," explained Andrew Deacon, Operations Manager.

TWO STAGE INSTALLATION PROCESS

The tanks were installed over two stages. The first stage involved installing a new heat exchange and condensate storage tank in September last year.

This was followed by further preparation and planning for stage two. At the end of 2014 a 27,000 litre cold water tank and a 15,500 litre hot water tank were ordered. "We also had to build new control panels for

the hot water pump and cold water pump, as well as a stand by pump and tank control levels," said Andrew. These were all installed in February this year.

GREAT BENEFITS TO COME

The result is a much more efficient system which is more reliable, easier to maintain. "The energy efficiency represents a huge cost saving," said Andrew.

"This was a huge team effort involving many AlSCO personnel. Thanks to Atul, Ravi, Danny and Rex from Campbelltown, as well as our Sydney and Enfield apprentices, Martin and Jarrod for all your hard work."



The 2015 MDP Graduates

Congratulations to the 2015 graduates of the Management Development Program (MDP). The group has worked together for the past two years, refining their presentation and leadership skills.

The achievements of the following graduates were recognised at a celebratory dinner and award presentation:

- | | |
|-------------------|------------------|
| Gavin Drew | Brenden Klein |
| Allison Freeman | Adam Bohman |
| Nick Nitsiopoulos | Susanne Stronge |
| Paul Giorgianni | Brett Fahey |
| Stanley Govender | Amanda Priestley |
| Anthony Woodford | Norah Reynolds |
| Jamie Pates | Fenella Persson |



Thank you to everyone who supported me

In 2009, On my 50th birthday I was interviewed for a sales role at Fresh & Clean Melbourne after relocating here from the UK with my partner, Shane. It wasn't exactly how I planned to spend my day!

I got the job and settled down to build a new future, enjoying all that the Aussie lifestyle has to offer.

However, in January 2012 our world turned upside down when I was diagnosed with an aggressive breast cancer. A whirlwind of tests, chemo, four surgical procedures and radiotherapy dominated 2012 for us. The team at Fresh & Clean Melbourne were always supportive and helped me through the bad and the "bald" days.

2013 saw me weak and tired for most of the year but by 2014 I was back to my old self. Shane and I were married on New Year's Eve in a fabulous wedding on our farm surrounded by our friends, family and beloved animals.

THE WEEKEND TO END WOMEN'S CANCERS

I decided 2015 was the year for me to give something back to Cancer charities - we need an end to this terrible disease that affects one in nine Australian women every year.

On February 28th and 29th I took part in "The Weekend to End Women's Cancers" by walking 60km over the two days. With a very generous donation from AlSCO and selling the fresh eggs from our chickens I raised a total of \$2,575. The weekend walk raised a massive \$2.7m benefitting the Peter Mac Cancer Centre in Melbourne. Thank you to all who supported me and please ladies I implore you to get your mammogram done regularly - it really can save your life.

Jude Stapleton





Auckland artwork

A joint initiative to incorporate an urban area for local business and the community.

A BLANK CANVAS

At the end of last year Gavin Smith, Scott Bason and I were asked to look at a potential artwork opportunity for our building to help promote the area for the NRL Auckland 9 tournament in January 2015.

During 2014, the Textile and Fresh & Clean branches have been working with the local business community to see if we could incorporate an urban area as a way of continuing to develop this relationship.

At the meeting we were shown a design reflective of the area, however not being an avid art critic I had not heard of the artists Phat One and Lady Diva. Needless to say we were a little dubious.

After much discussion it was agreed a mural would be far better than the current 'off white' wall and we agreed to meet the artist to discuss further.

A week or so later I was greeted by Charles and Janine (Phat One and Lady Diva) and all my initial reservations disappeared. They explained the significance of the artwork to the region and how the area had changed over the years. They also showed me some of their previous work and how they liked to express the meaning in their art.

MAORI AND PAKEHA CULTURE MOVING TOGETHER

Painting started on the 3rd of January and in less than a week the mural was completed. The finished design shows two Putangitangi ducks, one male and one female, flying together and includes references to the area's past as swamp land. The ducks are intended to symbolise Maori and Pakeha culture moving together in unity.

THE COMPLETED MURAL IS FANTASTIC

The mural was blessed by the local Kiwi and business in time for the start of the Auckland 9's. Unfortunately the blessing didn't extend to the NZ Warriors as they were eliminated in the quarter finals!

*Steve Barden, Branch Manger
Auckland Textiles.*

Note: The photos show paint runs on the birds which is deliberate!!!

Photo Above: The completed mural.

Photo top right: Two members of local Iwi blessing the artwork with people from the local community.

Photo below right: Mark Roberts, AlSCO NZ Group General Manager with the two artists and members of the Kingsland Business Group.



Recharge your health in Spring



Health tips to get you recharged and ready for the warmer months.

HEALTH TIPS TO GET YOU RECHARGED

It may be hard to believe with the chilly weather we are experiencing but Spring is right around the corner. Here are some health tips to get you recharged and ready for our warmer months!

DIET

Spring is a great time to conduct a diet review and see which areas can be improved.

One of the best ways to fix the family diet is to get into the habit of meal planning.

As part of this plan and review, try to build in the five serves a day of vegetables you need to stay healthy. Spring is a great time for light soups, veggie-rich stir-fries and nourishing salads.

And check your fibre content. Most of us don't get anywhere near the 35g-30g of fibre we need a day. A diet rich in grains and fruit and veg will help this.

Fibre supplements such as Metamucil are also a delicious, convenient way to add essential fibre to your diet. Start your day with Metamucil into at least 250ml of water for a quick and easy fibre hit.

This super-immunity drink is also an energy provider, so don't drink it too late into the evening! Try it with your breakfast or as a mid-afternoon pick me up.



SUPER IMMUNITY DRINK

- ¼ tsp turmeric or chopped ginger
- 10 ml of apple cider vinegar
- 1 tsp honey
- ¼ tsp ground cayenne pepper or even 1/2 small fresh hot chilli
- 200ml water (best if it is hot water but can be cold).
- Juice of half a lemon

Stir the drink together and enjoy! Take on a daily basis to help keep your immunity high and your gut firing on all cylinders.

EXERCISE

It can be difficult to get motivated to exercise in the colder months. Now that the days are slowly starting to get longer and warmer, you should head outside and go for a morning or afternoon walk. Not only is it good for us physically, but a walk is very good for our mental health.

Once you head outside to exercise again, you will also need to monitor your water intake.



Taking safety to the next level

We are pleased to introduce to you our online safety training portal. This has been developed in order to make training easier, faster, more practical and more interactive amongst the branches.

The AlSCO Safety Training platform will give employees access to:

- Induction DVDs
- Visual SWPs
- Monthly Training DVDs

The website will be accessible from 3 August 2015. For more information see your Admin Manager.





Foodservice Show

Also sponsors Chef of the Year competition at the Foodservice Australia show.



MELBOURNE VENUE

This year the Foodservice Australia 2015 show was held at Melbourne's historic Royal Exhibition Building. The 3 day show featured over 200 exhibitors along with range of events designed for chefs, food managers and hospitality operators.

Special events included the prestigious Unilever Food Solutions Chef of the Year, FSAA Foodservice Conference, Australia's Best Pie Competition, Café School Workshops and the new Restaurant & Bar Theatre.

The "Chef of the Year" competition is a highlight of the annual show and this year was no exception with 150 entries. Leslie Chan from Melbourne, Richard Robinson from Sydney, Chloe Donaldson from Brisbane and Chris Malone from Perth battled it out for the title. After a closely-fought final, Chef Malone from Balthazar in Perth took home the trophy and \$6000 in prize money.

Also had a strong presence with an eye-catching display stand featuring the new branding collateral. Our Victorian Sales team worked hard gathering leads and connecting with existing customers.

Once again Deane Apparel provided the chefs gear for the competition. Thank you Deane Apparel!

Photo above: Finalists for the Chef of the Year competition with the winner Chef Malone second from right. Photo right: Scenes from around the show.





A day in the life of...

This issue's Day in the Life of features Extra Mile recipients, Kirsty Peake and Jo Ann Tonkin, both from Fresh & Clean SA.

Pictured above: Kirsty Peake (left) and Jo Ann Tonkin with their awards.



6. What is the most interesting thing about your job?

We recently had bad bush fires here in Adelaide metro area and a lot of wildlife was badly burnt. I delivered a lot of first aid supplies that we could no longer use to a Koala sanctuary and we recently donated to the RSPCA, which was very rewarding.

8. Who do you typically work closely with?

I work closely with Debra Dixon, Mary Greenshields, Brenda Pawsey and Luca Girolamo.

9. Who has been the most inspirational person you have worked with?

Debra Dixon. She has inspired, challenged, supported, coached and driven me to be my best.

10. How long have you worked at AlSCO?

I have been with AlSCO for three years as of 2nd July. I started as a service technician, then moved into the washroom as a Supervisor.

13. What do you like to do in your spare time?

Drink, relax and hang out with friends.

12. Where do you go for holidays?

Melbourne, Sydney, Brisbane and caravanning.

13. What are your future plans?

To purchase my own home and buy a new car. I have never owned a brand new car!

JO ANN TONKIN

Jo Ann is very conscientious, and takes pride and ownership of her route and vehicle. She regularly calls in for more work when she finishes and communicates well with operations. Jo Ann has assisted in the training of others no matter the distance and helps in the completion of routes outside of her route at any time without complaint.

1. What time does your day start and end?

I get in the truck at 6am to start my day and finish around 2.30-3pm most days.

2. What does your job involve?

My role is driving to Fresh & Clean clients to service them with their washroom hygiene.

3. What does a typical day involve?

My main day is changing over of hygiene units. I do a lot of travelling as my route covers the far south and Fleurieu Peninsular of SA. I greet my customers and provide a great service.

4. What part of your job do you enjoy the most?

I enjoy meeting and talking with all our customers and leaving their businesses seeing the smiles on their faces.

5. Is there anything you find challenging?

The most challenging part of my job is traffic and maintaining time management.

6. What is the most interesting thing about your job?

Some of the characters you come across and seeing the countryside changing with the seasons.

7. What is the most unusual thing you have had to do?



I have had to change sanitary units on a boat, and I've walked over hot melted steel at One Steel in Whyalla.

8. Who do you typically work closely with?

I work closely with Mary Greenshields (Service Schedule Supervisor), Debra Dixon (Service Manager) and the washroom staff.

9. Who has been the most inspirational person you have worked with?

I worked with Nicola Slade when I first started. Nicola was always helpful and approachable.

10. How long have you worked at AlSCO?

I have worked for AlSCO Fresh & Clean since November 2012 and have always worked in this role.

11. What do you like to do in your spare time?

I have a family so I don't get spare time! I enjoy spending time shopping, mixing with friends.

12. Where do you go for holidays?

I went to Darwin on my last lot of holidays. We like to go camping.

13. What are your future plans?

To pay my house off, buy a new car and I am looking forward to grandchildren arriving one day.

Below: Kirsty accepts her award from Deb Dixon.

SOCIAL OVERVIEW



Around the branches

Events, news celebrations and photos from around the branches

FRESH & CLEAN BRISBANE BRANCH

World's Greatest Shave

Earlier this year a number of the staff members from Fresh & Clean Brisbane embarked on a fundraiser to support the Leukaemia Foundation's World's Greatest Shave!

Kirstie Ralph (pictured above middle of front row) had a family member who had been impacted by this cancer and she felt that she wanted to do something to support the wonderful work of the Foundation, hence she got to work on the project.

Before too long she gained massive support from her work colleagues, including various AlSCO operations and local businesses. In addition, one of the major radio stations in Brisbane, B105, was giving away a catered luncheon in support of the Leukaemia Foundation. To be eligible, businesses had to enter the draw and provide a brief explanation as to why B105 should support their endeavours to raise money.

As a result Kirstie won the competition which then raised the bar on public awareness even higher. It was a great day with a number of staff either having their heads shaved, hair coloured or for the not so daring men, their legs waxed.

With the support of team members, AlSCO and local businesses, donations received were in excess of \$8000. What a sensational effort by all and a very big thank you to Kirstie for kicking this off.



AlSCO Salisbury and McKay Services staff members supported the "Dreams Comes True" fundraiser.

Team Member Represents Australia in USA

Kiley Fallaize, Service Technician at Fresh & Clean Brisbane, a very competitive and skilled indoor soccer (Futsal) player, was selected to represent Australia in the upcoming International Futsal competition in the USA in July.

For many non-professional individuals and teams within the sporting field, funds are not readily provided with a lot of them having to raise their own. In Kiley's case this was no different and as a result she needed to work hard on getting funds together to achieve her dream of being part of the Australian Team.

In Brisbane, her work colleagues set about the task of supporting her in bridging the gap on the money she needed. A BBQ was organised with donations being required for lunch which consisted of a hot dog, soft drink and a goodies bag with each person involved going into the lucky draw to win a dinner for two plus some other gifts which had been kindly donated by local businesses.

In support of her fundraising we were able to raise in excess \$370 with our best wishes for success!

Geoff Stebbing, Service Manager.

ENFIELD BRANCH

Special Recognition

Congratulations to Jarrod Gardyne our Enfield apprentice who was recently named runner up in the MEIA School based Apprentice and Skills Centre Student Awards 2015. Jarrod is pictured at right with the certificate and his prize of a Milwaukee cordless drill.



Kiley Fallaize with Geoff Stebbing, Service Manager.



SOCIAL OVERVIEW



Harmony Day at Wollongong branch.



James Cox.

Pon Buayaem.

Michelle O'Hara.

Kiran Thajah.

ALSCO SALISBURY AND MCKAY SERVICES

Dreams Come True

The AlSCO Salisbury and McKay Services employees lent their support to the "Dreams Come True" fundraiser. After holding our "Pink Day Sausage Sizzle" and "Mega Raffle" (with all prizes being donated from local business) we raised a grand total of \$3020, which exceeded our goal!

Great effort everyone, you are all AMAZING!!!

Jamie Pates, Administration Manager AlSCO.

WOLLONGONG BRANCH

Harmony Day

Wollongong branch is lucky enough to have many different cultures amongst its staff, including Australians, Cook Islanders, Croatians, English, Irish, Macedonians, Maltese, Philippines, Polish, Samoans, Serbians, Tongans and Ukrainians. On Harmony Day we all joined together to celebrate our

heritage, with everyone making a plate of food for a great lunch together.

Wollongong Social Club

Wollongong branch has a very active Social Club, run by Brenda, Tony, Les and Asena. They run a number of events during the year, including a Dinner Dance in August and their big end of year Christmas party. Elena Phillips, Dola Dimitrievska and Spasija Antanovski (pictured at right) were lucky enough to come first, second and third in the Club's Easter Raffle.

Branch of the Year

Wollongong branch were once again proud recipients of Branch of the Year. We celebrated at Easts Berkeley Club on the following Friday so Greg could be present before he headed back to China. All staff were given a certificate of appreciation and a bottle of wine.

ALSCO PERTH BRANCH

World's Greatest Shave

Well done Perth branch after raising an impressive \$530 in the World's

Greatest Shave! AlSCO also matched the branch dollar for dollar, so all in all a great result for a worthy cause. See photos (right) of some of the participants.

Australia Day Morning Tea

Australia Day 2015 saw the Perth branch celebrate with a special morning tea between the towelling section and the Store.

The goal was to hold an Australia Day morning tea that was all Australian, with a lavish Aussie spread that included lamingtons, pavlovas, sausage rolls, pies, vegemite sandwiches, damper and little boys.

To help celebrate in style, Australia Day dress was in full swing, with everyone doing their bit by wearing something Australian themed.



Wollongong branch Easter raffle winners.



Perth branch celebrates Australia Day with a special morning tea.



New premises

A new fresh look that supports the AlSCO brand – a green theme.

ALSCO NEW ZEALAND

Support Centre greets new premises

Back in February, AlSCO New Zealand's Support Centre packed up its old head office and moved to new premises. We had been 18 plus years at the Market Road site which was beginning to look and feel tired. So we now have a new fresh look that supports the AlSCO NZ brand – a green theme, light and airy with largely open plan offices – a smaller footprint but better usage of space. The installation (at minimal additional cost) of electric desks has been a hit with staff. Old and young are enjoying the “healthier” option of choosing to stand at their desks for part of the day. The photo below is most of the Support Centre Team on our first day at Level 1, 602C Great South Road, Ellerslie, Auckland.



AUSTRALIA • Adelaide • Brisbane • Cairns • Campbelltown • Enfield • McKay Services
• Melbourne • Mulgrave • Newcastle • Perth • Salisbury • Sydney • Wollongong

NEW ZEALAND • Auckland • Christchurch • Dunedin • Hamilton • Invercargill • Napier • Nelson
• New Plymouth • Palmerston North • Rotorua • Tauranga • Wanganui • Wellington • Whangarei

