



July 2006

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**"Achiever of the Month" Awards**

**South Australia**

Anita Gilbert - May  
Trevor Halbaud - June

**Victoria**

Michael Johnson - May  
Jane Khan - June

**Western Australia**

Tara Stanton - May  
Margaret Wilcox - June

**New South Wales/ACT**

Howard Bailey - May  
Robyn Hall - June

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**News from around the Country**

**Julea Crea - Administrative Assistants**

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**Western Australia**

Linda Wren and Ina Busse recently visited our staff in WA. Risk Assessments were conducted at all sites and we are pleased to report that some changes and new processes are underway to ensure staff safety.

The staff in WA are doing a fantastic job. Their work ethic and attention to detail is excellent. They are a great group of employees and we are thrilled that they are part of the ICS Team.

(picture of staff will appear in the next newsletter)

**NSW/ACT**

As you would be aware, we have been cleaning the InterContinental hotel for over a year now and we were recently appointed the Stewarding contract.

Well done to all involved.

PS. Andrew Albassit and his lovely wife Iman are soon to be parents. Good luck from all of us

**Victoria**

ICS has just been award new contracts for Detmolds (packaging) and Three Below (night club).

Tim, Sharon and Andrew A recently participated in the Bus conference that is held annually. This was a beneficial experience and thoroughly enjoyed by them all.

**South Australia**

**New Contracts:**

Sherrin Hire  
Mokum Textiles  
Seagull IV water purifiers

Well done and congratulations to our hard working Area Managers

Andrew McInerney (Company Accountant) and his wife Bianca welcomed a little girl on Friday July 14<sup>th</sup> to their family.

Congratulations from us all.

## Distributed to all ICS Staff and Sub Contractors - Nationally

### National

#### Vests

By now, you would have received your order forms for a sleeveless poly fleece vest.

To ensure there is no delay with us placing the order, please send in your form as soon as possible.

If you did not receive a form, please contact the office and we will provide one to you.

#### Site visits

Linda Wren will be conducting her regular interstate site visits over the coming months.

Linda tries to meet with all staff so if you happen to be rostered on the day she visits, make sure you stop and have a chat, especially if you are new to ICS.

#### Random Drug and Alcohol Testing

Just a reminder to all staff regarding random drug and alcohol testing.

On commencement of your employment you all signed your acknowledgement and consent to random drug and alcohol testing.

Please ensure whilst you are on any site as an employee for ICS that you comply with our policy.

#### Remember – most client sites now conduct their own random drug and alcohol testing

#### Human Resources – Ina Busse

##### ICS Culture and Communication Survey

Thank you all for your overwhelming response to our recent survey.

As advised, the survey was completely confidential and conducted by an independent consultancy organisation. The responses were analysed and the collated results were presented to Management in June.

The results outlined some areas that we are certainly eager to address. Thanks to your feedback, we are confident that we are heading in the right direction.

I have listed below the areas you raised concerns about and how we plan to address these concerns:

#### 1. Responsibility

21% of respondents believed that they do not have input into department decisions.

#### 2. Meetings

32% of respondents believed that meetings are not effectively run

Action by ICS: Additional training is planned for area managers to assist them in conducting more effective, consultative and efficient meetings. We hope that you will benefit from this in the coming months.

#### 3. Facilities

18% of respondents believe that they sometimes go without essential tools required to get the job done.

Action by ICS: We are currently undertaking an extensive analysis of our stock ordering processes, repairs and the condition of our equipment to see where the inefficiencies may lie. We hope to soon have new systems in place that will stream line our current processes.

#### 4. Training

18% of respondents believed that they are not encouraged to develop, learn and grow within the organisation.

Action by ICS: We are constantly looking at new methods of training and development for all staff at ICS. We are currently investigating E-Learning as we know that some of you are restricted in attending 'day classes' due to your various shifts. We encourage all staff to contact HR and discuss the options available for them to develop in their areas of interest.

#### 5. Recognition

Respondents believed that although they are supported in their efforts, they would like more recognition.

Action by ICS: We have made some changes to our recognition and reward program but would like to hear about the type of rewards you would like. We all have our preferences and hopefully we will be able to accommodate most suggestions

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Equally, you were very happy in the following areas:

1. Goals and Responsibilities

In relation to your goals and responsibilities, the vast majority stated that these have been explained are very clear to you.

2. Teamwork

This was the most pleasing result of all. You are to be congratulated. It was an almost unanimous result. Respondents said they always work as a team and everyone in the team contributes.

Well done!

On behalf of the management team, I would like to thank you again for your valuable response and input.