



CROSSINGS

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EDITORIAL

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General Manager - India

TECHNOLOGY

In a rapidly evolving marketplace Technology has become central to not just the world of IT but a core element of every industry and their way of doing business, and if the tech industry is defined by anything, it is the pace with which it develops. When George Stephenson took the first locomotive journey from Stockton to Darlington in 1825, he could have never imagined that today we would have trains that run at a staggering 360 kilometres per hour. Similarly, when Charles Babbage invented the computer, it weighed 50 tonnes, now we all carry one around in our pocket, and the pace of such development is only ever increasing. This forms the basis of the challenge for businesses who are required to adapt and cope with change in order to remain at the forefront of industry.

We at Southern Cross Group are no different and as the business has grown, our volume of clients, administration, personnel and interactions are all greatly facilitated by the adoption of technological solutions. Investing in systems such as Dynamics CRM, AX (ERP module), Sharepoint, EMPLive and our own

proprietary systems C.R.O.S.S. and YODA has enabled Southern Cross Group to consolidate data, produce accurate reporting solutions and have a higher degree of flexibility in working with and accessing data at all times from any location. In a 24/7 world, this is a critical advantage for any business. Southern Cross Group' dedicated Technology Division ensures that we remain at the forefront of this new environment, as we rise to meet the challenges of the information age.



UPDATES

- Southern Cross Team attend the Cricket NSW Awards evening
- GGM attends the Western Sydney's Visitor Economy Conference
- National Training Manager attended Human Resources Summit in Canberra
- National Training Manager attended NSW Business Chamber Leaders Forum
- National Manager Training met with Australian Federal Minister of Education Simon Birmingham
- Southern Cross Group attends the Police Legacy Charity Golf Day
- Southern Cross Management attends the Cronulla Sutherland Leagues 50th Anniversary Ball
- GGM participates in the OzHarvest CEO Cook-off for charity (raised almost \$4,000)
- Southern Cross Group launches the Silver Star Program
- Southern Cross Group inaugural Advisory Board Meeting convened
- GGM launches a Steering Committee to review functionality of the National Operations Centre (NOC)
- Team Leader – Marketing, Rayman Sabastin (India) visits Australia for training and familiarisation
- Team Leader – Finance, Patrick Vedha (India) visits Australia for training and familiarisation
- Team Leader – Operations, Michael Khan (India) visits Australia for training and familiarisation
- EA to the CEO – Perpetua Frantz (India) visits Australia for training and familiarisation
- Group General Manager visits Chennai Office
- Astha Adhikari joins the NSW Head Office as the Accounts Credit Control Officer
- Southern Cross Training - National Training and Development Manager, Michael Robinson joins
- Sunil Livingston joins the SCG team in India as the Credit Control Officer
- Damien Solotar joins SCG as the Manager - Traffic Control
- Zoran Milosevski joins SCG as the State Operations and Facilities Supervisor (NSW)
- SCG Team in India commenced English Language training
- Training formally submitted applications to the Regulator ASQA to add to scopeCert III Warehousing Operations
- Diploma of Leadership and Management
- Cert IV Business Administration
- Cert IV Leadership and Management
- Training updated and re-branded all CROSS Training modules



- India cultural training takes place for all SCG Head Office staff
- Facility achieves milestone of audit and Key Performance Indicator (KPI) data collection through YODA System (enhancing operational focus)
- Facility achieves record Loss Time to Injury (LTI) low of 2 hours for the month
- ISO Quality System accreditation audit completed
- City Tattersalls CCTV project commenced
- Southern Cross Group acquires CONSEC Traffic Control
- Final stages of the revised Southern Cross Group strategic plan completed
- Southern Cross Group agrees to provide free Security and Cleaning Services to OzHarvest
- Southern Cross Group commences Net Promoter Score (NPS) Surveys.
- Southern Cross Pacific agrees to provide free Security Services in support of the Long Walk in Victoria
- Payslips were generated from Microsoft Dynamics AX for the first time.
- National Training Manager met with State Training Services State Manager to identify Smart and Skilled Funding.
- Southern Cross Training identified 4 new qualifications to add to RTO scope of



Southern Cross Group Business Development & Project Manager, Ian Saggus and Marketing Team Leader, Rayman Sabastin at International Convention Centre Sydney - ICC Sydney. Venue Management Association (Asia Pacific)

registration through Industry Consultation;

- Cert III Warehousing
- Cert IV Bookkeeping
- Cert IV Business Administration
- Cert IV Leadership & Management
- Training Created and Completed Training & Assessment Strategies to add to scope
- Southern Cross Training booked to Exhibit at Australian Human Resources Institute Conference in August 2017
- MARCH 2017 Southern Cross Group CEO, Sam Johnson and his wife welcome their new baby girl MARYAM. Both Mum and Maryam are in good health
- Banumathy Ganesan (Chennai Office) wedding -21 April 2017



60 Seconds with...



Patrick Vedha,
Team Leader, Finance

- **Describe what you were like at age 10?**
Cricketer and Volley Ball player.
- **Do you have an office nickname? What is it?**
Yes. Calling me Patrick
- **How do you define success?**
My own rule & My own term.
- **If given a chance, who would you like to be for a day?**
Police Officer
- **Least favorite Food?**
Vada pav
- **Top three life highlights?**
My birth.
I got appreciation and award in my pervious organization "The Best Accountant "across India.
I am married.
- **What advice would you give to recent new hires?**
Mingle with team as soon as possible.
- **What do you like most about your job?**
I am proudly say I am custodian of company.
- **What do you like to do in your spare time?**
Watching movies
- **What do you like to do on your days off?**
Sleeping and Spend time with family
- **What does true leadership mean to you?**
Guide the team member and motivate, encourage when they feel down.
- **What is the one thing, you can't live without?**
Family



We are pleased to have launched our internal Silver Star Program. Starting with head office, employees will spend a full day walking in the shoes and understanding each Southern Cross Group business unit - Facilities, Training, Technology, Developments, Safety, India. The aim of the program is to enhance inter-departmental cooperation and an appreciation of the 'big picture'. The result will ensure Southern Cross Group provides the best in TOTAL solutions.



Southern Cross Group - Western Australia conducted its first drone job at the Westfield Whitford City Shopping Centre.



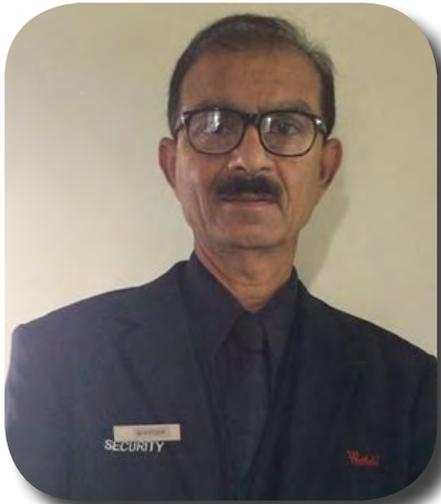
On the 21st of April, Southern Cross Group celebrated the achievements of some of our outstanding ACT based personnel with awards being presented to Kimi Wright from Westfield Woden for exceptional customer service, and Chad Maihi for providing outstanding leadership to his team at Westfield.



Congratulations to Southern Cross Group' Security Staff - Matthew Edwards for being awarded a Certificate of Appreciation on his efforts in dealing with a code black incident at Westfield Woden.



Kudos to JOSE - Southern Cross Group' Security Staff for the Honesty and outstanding customer service at Vicinity Galleria Shopping Centre (Perth) Morley.



Congratulations for the outstanding service provided by Mohammad Hyder at Westfield Parramatta!



One of our customers left an appreciative note for providing her medical assistance at Westfield.

When the customer injured herself in shopping center at Hurtsville, Noman, the duty guard, promptly provided her with first aid and rushed her to nearby hospital for medical assistance.

The customer highly appreciated his professional and prompt action and left home with happy customer experience.

Southern Cross Group salutes Noman Iqbal for his quick on feet action to assist the customer and for his humane touch in time of crisis.

