

ONE TEAM RECOGNITION

NOMINEES FOR MONTHLY AWARDS

Employees & Drivers

Being for: September 2021

@congratulations to everyone who has been nominated this month.

ANC Team Members

Name	Driver/Dept	Reason for nomination	State
Arlan Pineda	Claims	Very knowledgeable. He's making sure that the tasks are finished on a timely manner.	Clark
Chriselle Santiago	Admin Supervisor	Approachable. Knows how to listen to our dilemmas and it seems like she know all the answers to our questions specially about handling people. Very professional.	Clark
Jan lee Melgazo	Customer Service	Lee was able to provide good customer service to clients/customers. We received commendations for him doing a great job and look forward to getting more	Clark
Melissa Roxas	Customer Service	Melissa has been proactively looking after the team and the client to ensure we are able to provide the support that's needed. She does not hesitate to take lead on anything that needs clarification and shows ownership of every process	Clark
Wey Velasquez	Claims	Nom 1: Very knowledgeable. He's making sure that the tasks are finished on a timely manner. Nom 2: Wey has been dealing with different claims concerns on a daily basis, he's been very thorough in the investigation process, from gathering of info until the last stage of the procedure, He makes sure he knows every nitty gritty details so as to come up with a better resolution on each of what he actions.	Clark
Felicity Witthoeft	Safety	Felicity has done a wonderful job supporting Victoria in onboarding drivers through compliance and mentoring Pallavi in her new recruitment role.	National
Jennifer Norman	People & Culture	There are not enough words to describe why Jen deserves this nomination! Jen works tirelessly behind the scenes to manage a number of critical functions. She steps up at short notice when required and always gives every task her everything. She does not hesitate to help out whenever asked and is also extremely caring, kind to everyone she interacts with. We are blessed to have Jen at ANC.	National
John Barbaro	Account Management	John is such a great guy and I have really enjoyed getting to know him and others during the Friday night happy hours. Thank you for bringing the ANC team together during these challenging times.	National
Kirsten Locke	Finance	Kirsten is one of the quiet achievers at ANC. She does an exceptional job in managing the cashflow of the company but also goes above and beyond in her work. Above all she is a great person and her Team would be absolutely lost without her.	National
Matt Wheatley	Safety	Matt has been instrumental in ensuring ANC has been ready to deal with the challenging and changing vaccination requirements across the impacted States. Kudos to everyone who spoke with contractors, encouraged vaccination, dealt with questions - all of it was a fantastic effort of our people rallying for a great cause. Behind that great rally was Matt shouldering the brunt of the urgency with thinking, process, decisions, communications, calls, just so much support to enable a result of almost 95% success in NSW. We can't underestimate the reassurance this gave our employees and our clients and once again, saw ANC leading the way in SAFETY, CARE, and RESPECT, regardless of what our competitors were doing. Absolutely amazing!!	National
Rima Aboumelhem	People & Culture	Rima is on fire! No need for a water hose though because she hasn't got time to slow down!! ;) Just a few examples this month include the work she's done to enhance our recruitment reporting with new info, codes and layouts; drafting clear processes for dealing with the new complexity of vaccinations; reviewing policies to ensure they comply with a massive amount of legislative changes; engaging wholeheartedly in the training and testing of our new rostering and payroll processes to ensure they are 100% right before we launch; and so much more. A great deal of these actions have been over and above her day to day workload. She has willingly stepped up to help our team and our leaders achieve success through this incredibly busy period. Rima has always put in more than 100%, doing whatever it takes to help make ANC a great place to work, but this is next level. Her work ethic, positivity and 'all in' attitude make her an awesome colleague to have in your team. She is an outstanding example of all our ANC Values, but particularly of CARE, in every way.	National
Sophie Bartho	Marketing & Communications	Sophie has been the consistent and calming influence behind ANC's Covid-19 communications throughout the past 20 months. Her role has been incredibly challenging for many reasons but two significant challenges included: 1. the sheer volume of information coming out of Federal and each State Government and other key authorities and 2. the complex, confusing and constantly evolving nature of a situation that had never been encountered before. Sophie used her wisdom, instincts and experience to judge what was needed and created messages that were critical to enabling ANC Delivery Professionals to manage their way through the impacts with SAFETY and CARE. She worked many hours of personal time to keep communications as simple as possible, providing clear guidance and appropriate support. She ensured messages aligned with our Values so that ANC people were always the prime consideration. When challenged by differing client views, she worked even harder to ensure the justifications for the decisions were clear and compelling. Sophie has worked at an amazing pace and provided clarity for our people through some of the most challenging of circumstances. She has been an outstanding champion of ANC in every way.	National

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Brett Smith	Operations	Brett is supportive, kind and caring. He always have time for you even when he really doesn't! Always has your time for anyone and everyone.	NSW
Brooke Johnson	Operations	Brooke is a great assistant. Always willing to help and manages her time well. Brooke definitely deserves recognition for her good work.	NSW
Danielle Hughes	Operations	Dani is hands down the glue to team in the allocation space. I would have no clueless without leading the charge! She is one of the main reasons that I love coming in everyday!!!	NSW
Keiran Creed	Operations	Kieran's can do attitude carries the team through to the finish line. He is across anything and everything without falter.	NSW
Kelly Mackay	Operations	Kelly is an outstanding member to the team and is always trying her best in everything she does. She takes great pride in her work!	NSW
Leon Viles	Operations	Leon is amazing at problem solving and truly a wizard. There's nothing that he cannot do!	NSW
Matt Latimore	Recruitment	Always offers great advice and has been a huge support. Thank you Matt!	NSW
Paul Nguyen	Operations	Nom 1: Paul has been a great addition to the team, while being new he has not backed away from from any task and has tackled it head on. He is always looking to improve his results and is looking at the outcomes of changes he makes. Nom 2: Paul does a great job coordinating JB TGG for QLD on a daily basis despite often being hit with challenges in the AM. He works well with the QLD team to ensure each day goes smoothly. Nom 3: Paul is always such a joy to talk to and I am always in awe of his dedication to making sure JBTGG QLD goes as smooth as possible. Thank you for always being happy and keen to help us out up here! All the team really appreciate you!	NSW
Tara Douglas	Operations	Nom 1: Tara is a great asset to the ops team here is NSW! She is quick, reliable and always happy to help. Her role is very full on doing whitegoods and she is managing it with ease, Tara is a great asset to the AM Ops team. Nom 2: Tara has been absolutely blowing it out of the water when it comes to covering Whitegoods NSW and Whitegoods NSW. There's no task too great that she can't handle, the team would be at a great loss without a doubt!	NSW
Tione Plowman	Operations	Nom 1: Tione is a team player! She is always willing to help out and answer any questions about Bunnings, the PM team would be lost without her! She is a huge help to have on a team. Nom 2: Tione is very patient. I never hear her annoyed or irritated everytime I call the state team about a difficult customer. She is very helpful. She sounds as if she is just starting her day eventhough it's already almost the end of the shift. Nom 3: Tione is always kind and caring while knowing how to make you laugh. She is filled with a lot of knowledge which she brings to the table without a doubt!	NSW
Allison Leitner	Operations	Alli always has a high workload days with many being very stressful. Yet this does not stop her making sure she treats everyone with respect and kindness. Thank you Alli for all the work you do and also the great relationships you encourage in the office and with our drivers on the road.	QLD
Eve Hepburn	Operations	Nothing is ever to much trouble for Eve, she is always friendly and happily assists me whenever she can with a smile.	QLD
Jamie Nash	Operations	Been an absolute pleasure working with Jamie, there's nothing too great that he cannot handle. Work is work but always knows how to josh around and maintain a great atmosphere!	QLD
Jordan Glass	Operations	Jordan is our newest starter with ANC and he has picked up his role and responsibilities quickly. He's always working so hard in the recruitment space and recently, when Sandra was off getting vaccinated, Jordan was able to quickly answer some questions management had about our recruitment pipeline. Extremely competent, well done.	QLD
Paul Klabe	Operations	Nom 1: Paul has done a fantastic job with JB TGG in QLD over the last couple of months. He has built good relationships with all key players, has eliminated "the noise" and works well with the wider ANC team. Well done and keep it up! Nom 2: Paul is doing amazing work in the JBTGG HDC. Thanks for all your dedication and hard work.	QLD
Robyn Harris	Operations	Robyn has been supportive and hands down a team player. She is so friendly and nice that I'm able to come to her for everything that I need without worry :)	QLD
Brittany Martin	Operations	Nom 1: Brittany gets in to work each day and quietly gets along with every task thrown her way. she is very reliable and I can always count on her to do a great job in all tasks delegated to her. Nom 2: Brittany is a calm, helpful, effective Operator that has continued to grow in her role. She has absorbed additional work without breaking stride and continues to improve the quality of her work with innovation and care day-on-day. Britt is also a beautiful person and has a fantastic presence in the office that projects happiness on all around her. Well done Britt :)	VIC
Chantelle Bartolo	Operations	Chantelle has been an amazing bonus to the VIC team. She is always there to listen to concerns and always wants to help where she can and will find a solution to help. Chantelle has changed small things that have been positive and good.	VIC
Paige Richardson	Operations	Paige has been amazing on the morning whitegoods piece, no challenge is too much and nails every issue without fuss, great communication skills ensuring customers and also allocators are aware of everything that is happening	VIC
Rikash Singh	Operations	Nom 1: Rikash is our little star, no task is to big or small he gets on with it with a smile on his face. keep up the amazing work Rikash Nom 2: He is a great trainer - the go-to person for other Allocators and AA's to get advice and learn from. Very reliable .	VIC

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Ryan Carter	Operations	Ryan does an amazing job each and every morning in the allocations space. He is a hard worker, is able to read the play and has the ability to change and adapt to changing situations with ease! You are a true asset to ANC, Ryan! Keep up the great work :)	VIC
VIC Team	Operations	The life of a Melburnian hasn't been envied by many in recent times, with our State crowned the 'most locked-down' city in the world! On top of the personal pressures, being separated from loved ones and missing the basic human freedoms, we have dealt with increased volumes & a changing office environment. You have all done it with a positive attitude and support for each other and ANC. I just want to thank every one of you for your efforts in the past and ongoing and let you know that the business appreciates your efforts. Well done ALL :)	VIC
Vinit Doshi	Operations	Vinit has been amazing on the morning whitegoods piece, no challenge is too much and nails every issue without fuss, great communication skills ensuring customers and also allocators are aware of everything that is happening	VIC
Erin Kurtze	Recruitment	Erin is a gem. Always willing to help where she can and offer great advice. Really appreciate her constant support!	WA
ANC Delivery Professionals			
Andy Chau-Nguyen	5031	Andy is always on the lookout to help out. There's no challenge too hard that he cannot overcome no matter what account he is working in. Always giving it 110% at all times!	NSW
Bishoy Mckary	7362	Bishoy is very knowledgable and is always trying to help out in every single possible way to uphold customer satisfaction in the service that he provides and getting the job done!	NSW
Dorian Millich	5150	Dorian is a very helpful driver, he does well with a large workload and tries his best. He is a great asset to the team!	NSW
Eddie Saade	851	During my isolation, Eddie was my eyes and ears in the morning to help me coordinate the Bunzl fleet. He helped me organize all Metro and Bulk deliveries over the phone. Any special requests, Eddie was there to deal with it. Because of Eddie's commitment the Bunzl operation continued to run relatively smooth.	NSW
Noor Alam	714	Always happy to give a helping hand when asked with no complaints. His demeanour on the phone is always so friendly, an absolute pleasure!	NSW
Robart Gola	7283	Robart is always helping with different accounts and always on time for his deliveries!	NSW
Chirag Patel	667	Chirag and his whole team have been an absolute pleasure to work with. His fierce dedication and devotion to ANC even on the weekends working the warehouse is extremely admirable!	QLD
Colin Yang	245	Always wears his uniform with pride, his van always clean with ANC livery displayed and comes to work daily giving 100%	QLD
Dean Williams	671	Dean is always willing to help without any complaints. Hands down one of the best drivers up there!	QLD
Matt Pigdon	423	Matt is a consistently reliable driver who has helped with last minute jobs time and time again this month without issue. They have respect for the role they have been given as a driver and are loyal in their delivery of the service. We need more drivers like him out on the road.	QLD
Raewyn Joy Deadman	281	Raewyn strives to include ANC core values in her personal and work-life everyday, she cares about her customers, fellow drivers and keeps safety in mind at all times. Raewyn is always a pleasure to talk too and will put a smile on your face after a long day. Thanks Raewyn =)	QLD
Tianyang Xu (Enoch)	74	this driver works is butt off every day, is extremely accommodating, always willing to help out wherever he can, even after a huge day, even happy to take an ECP in a 12 pallet truck if it helps us. He is a rare breed, an absolute pleasure to work with. I wish I could clone him. :-)	QLD
Zhebin Yang (Colin)	245	Colin goes above and beyond everyday to do his best. He is an asset to ANC.	QLD
Hitesh Bhandari	37	Pet Circle has been challenging over the last month and a half, this driver has shown great reliability, team efforts & a positive attitude throughout.	SA
Adrian England	162	Client Feedback: Adrian phoned about 20 minutes prior to arriving at the units, he was friendly, professional and exceeded our expectations by offering to move the carton to the unit as it was for a lady pensioner. This was unexpected as we assumed we would be have to move the carton ourselves, I have nothing but praise for his Work Ethic and am recommending to everyone I know to use this company.	WA
Habib & Mohammad	523	Client feed back: The Young Men were so polite and respectful and moved the furniture until I found the perfect spot. A real pleasure to meet. Thank you. Week after week we are getting great feedback from Habib and Mo. Well done team!!	WA
Johnny Mak	183	Client Feedback: What a joy to have a professional cheerful and helpful delivery person. Over past few weeks I have had several deliveries and they have been horrendous. Today they were quick, helpful and so nice. I actually believed good old fashioned service & courtesy had gone. I was delighted.	WA
Matiasi Taulapapa	189	Very hard working always willing to do extra at Pet Circle when volumes are high. Actually appreciates if I call him regarding an issue with a delivery because he wants to make sure he does it right the next time he delivers to that customer.	WA