

# Corporate Announcement Reflections Group

**We would like to advise of a number of organisational changes and promotions within the Company effective from the 1st November 2009.**

We are pleased to announce the appointment of **Douglas Patestos** to the newly created position of **National Operations Manager** of the Company and **Darrin Killalea** has been promoted to the position of **State General Manager NSW**. In addition, **Bradley Watts, Corporate Business Manager NSW** will be taking over responsibility for the Group's cleaning operations in the ACT.



As **National Operations Manager, Douglas Patestos** will be immediately responsible for overseeing the induction of the newly appointed State General Manager NSW into the position and the smooth transition of the NSW State Office to his management. Douglas will

continue to meet with our major clients throughout the transition process and to nurture and maintain responsive relationships nationally with all our major clients.

A broad range of performance measures across the group, will feature in Douglas's responsibilities and include the training and mentoring of State and Area Managers and the implementation of Human Resources policies and procedures and the Group's Integrated Management System (IMS).

In addition Douglas will actively seek to expand commercial cleaning opportunities nationally and to identify and research potential new clients, new contracts and new business opportunities.

From the time Douglas joined Reflections Cleaning in 1992 his ambition and desire for excellence has never wavered. Douglas has consistently risen to all challenges and after the successful transition of the new State General Manager NSW, into his position, we look forward to Douglas and his ongoing contributions in his new role of National Operations Manager, to be located at Reflections Head Office in Melbourne, Victoria.



**Darrin Killalea**  
**State General Manager NSW**

Darrin worked closely with Douglas Patestos in his role as State Manager and looks forward to the challenges of his new position.

Darrin joined Reflections Group in 2005 bringing with him many years experience in Facilities Management and operational related roles.

Darrin has a sound understanding of the company and the philosophy and values that underscore its success and will be responsible for implementing and overseeing a broad range of performance measures across the State.

Darrin's experience and know-how in managing operational budgets, and overall contract management will add value to the financial performance, the training and mentoring of his team and the overall administration and management of the company in New South Wales.



**Bradley Watts**  
**Corporate Business Manager**

Bradley has over eighteen years experience in our industry and since joining the company early in 2009 has impressed us with his dedication, client focus, hands on approach and his capacity to lead by example.

Bradley will continue to be responsible for the delivery of efficient Cleaning and Facilities Management services in NSW and now additionally within the ACT. Brad will continue develop operational plans in accordance with client requirements and to oversee the administration of the Group's cleaning activities.