

Kate Doherty
Coroner's Registrar
Coroner's Court
Level 11, 222 Exhibition Street
Melbourne Victoria 3000



City Facilities Management
(Aus) Pty Ltd
350 Wellington Rd
Mulgrave, 3170, Victoria
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16th November 2012

Re: Investigation into the death of Maree E Hoy

Thank you for your letter of 5th November 2012 and the attached investigation findings. The events leading up to Maree Hoy's termination were reviewed by us immediately following the incident to ensure we followed our internal policies and also to determine if we could have acted differently so as to avoid the outcome. Our review concluded that all policies were followed and we were unable to determine alternative actions which may have avoided the outcome.

I can advise that City Facilities Management (Aus) Pty Ltd commenced operating in Australia in mid-2009 and during the set-up phase of our business we referred to the Fair Work Authority website and other policies and procedures of best practice to develop our policies and procedures relating to managing employee performance and termination of employment.

We have now reviewed the recommendations of the Coroner and read the Fair Work Ombudsman's [FWO] Best Practice Guide – Managing Underperformance and have undertaken a review of our processes and procedures.

Our review indicates that the best practices we incorporated in 2009 are still relevant to the Fair Work Ombudsman's recommendations highlighted by the Coroner. We will continue to seek ways to improve our processes ensuring we follow best practice.

Yours sincerely

A handwritten signature in blue ink that reads "Chris Richardson".

Chris Richardson
Head of Human Resources