

THE CONDUIT

ISSUE #1

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delivering the edge

A FEW KEY NUMBERS

30 1/2 MILLION 
THE NUMBER OF HOURS WE HAVE WORKED
SINCE THERE WAS A LOST TIME INJURY

THE NUMBER OF
YEARS CV SERVICES
BUSINESSES
THAT HAVE BEEN
**DELIVERING THE
EDGE** TO OUR
CUSTOMERS SINCE

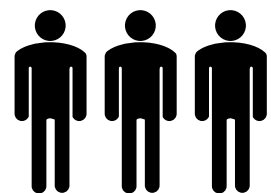
1984

3,000,000

THE NUMBER OF KMS
OUR VEHICLES
TRAVEL EVERY YEAR TO
MAKE SURE THAT
THE JOB GETS DONE



350



THE NUMBER
OF EXPERIENCED AND DEDICATED
CV SERVICES PEOPLE
WHO ARE COMMITTED
TO MAKING SURE THAT WE DO
WHAT WE SAY WE WILL DO

2,000

EVERY YEAR
WE INSTALL OVER
2,000 KM OF CABLE ACROSS
OUR ELECTRICAL JOBS



WELCOME

"There is only one boss.
The customer. And he can
fire everybody in the company
from the chairman on down,
simply by spending his money
somewhere else."

Sam Walton

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Welcome to the inaugural edition of the CV Services Conduit. 2014 marks 30 years since the foundation businesses that make up CV Services Group were established.

The group in its current format was formed in 2008 by bringing together CV Corp Signage, John Love Electrical, Nathan Electrical and Nathan Construction into one cohesive group of companies. Our vision at the time was to offer an integrated range of trade services from a business that is big enough to matter but still small enough to offer the right level of tailored customer service.

Since that time we have grown our team steadily from just under 200 to 350 people, and we have expanded the range of services we offer across all businesses in the group. Recent years have seen the group focus on diversifying and enhancing our capabilities. Our goal has been to ensure that we have the services, people, and systems needed to continue to deliver the edge to our growing range of customers.

We are privileged to have many of the customers who started with us in 1984 still partnering with us, which as a service business is a massive testament to the quality of our people. We are proud to be a part of their business journey.

As owners of the business our focus is to ensure that the CV Services team will still be delivering the edge to our customers for the next 30 years. To do that we are committed to continuing to "deliver the edge" across our entire business, ensuring every day that our customers get the quality service that they deserve.

This edition of the Conduit provides a brief overview of a few of the projects that we have worked on recently and provides an insight into back injuries, one of the key safety issues in many industry sectors. In addition you will find an article from Michael Blucher on the links between high performing sports people and business which we hope you will find interesting.

A genuine thank you from the entire team for choosing CV Services, and we hope that you enjoy finding out a little more about us.



Andrew McMaster
Executive Director & CEO



Ed Phelan
Executive Director & COO

PRIMO SMALLGOODS FACTORY

Electrical Construction

Delivering the electrical infrastructure for Primo's new facility – Australia's largest smallgoods factory

CV Services was contracted by Wiley & Co to install the electrical services for the new Primo production facility and office building at Wacol. Primo Smallgoods is the largest producer of ham, bacon and smallgoods in Australia.

The Primo development is a state of the art facility that combines three separate plants under one roof. It was developed on an 8.6 hectare green field site. The whole production facility is a hygienically clean installation with stainless steel and chemical resistant finishes throughout.

Working closely with Wiley & Co the CV Services team was tasked with ensuring that the electrical services coordinated effectively with a broad range of other trades in order to meet Primo's production schedule.

The range of services provided by the CV Services team included ...

- 7 new main switchboards, 5 main distribution boards, 10 process boards and 10 general power & lighting boards,
- cable ladder and tray installation,
- all mains, sub mains and final circuit installation,
- supply and installation of all luminaires and specialist outlets,
- supply, manufacture and installation of all stainless steel conduits and specialist posts and brackets.
- supply and installation of security and data services and
- installation of temporary works.

When completed the CV Services team ...

- connected to 7 1.5MVA transformers
- installed 4.5kms tray with,
- over 100 kms of cabling and
- 3600 luminaires.

At its peak the project involved a CV Services team of 45. The CV Services General Manager, Noel Cosgrove said "due to the scale of the job, the number of trades on site and the tight delivery schedule coordinating our team was a key challenge. By working closely with the Wiley team we were able to ensure that our works dovetailed into the broader work program".

The job was successfully delivered on time which enabled Primo to meet their production targets in the lead up to the busy Christmas trading period.

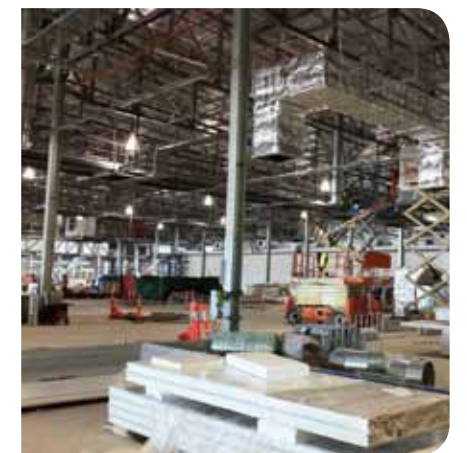
Aerial view of the Primo facility



Internal cabling



The team at work



Inside the building

GATEWAY MOTORWAY UPGRADE

Electrical Infrastructure - GUSBUS

The Gateway Motorway southbound on-ramp to the Pacific Motorway is among Queensland's busiest on-ramps with an average of 30,000 vehicle movements per day. Extending and upgrading the on-ramp alignment has improved safety and reliability for motorists allowing more distance and time to merge with through traffic. James Bevan, Project Manager for CV Electrical Infrastructure explains how they managed this contract.



Aerial view of the works

CV Services are no strangers to carrying out the technical and specialised civil and electrical work that was required to complete the Gateway Upgrade South Busway (GUSBUS) project. They have been involved in similar projects such as the Logan Motorway upgrade, Ipswich Road upgrade and the recently completed Airport Link.

Project Manager James Bevan says they were engaged by Lendlease to supply and install street lighting and Intelligent Transport Systems (ITS), which consisted of two sets of traffic signals, six ITS cabinets and seven cameras for Section B of the GUSBUS project.

The busway has been extended from the Eight Mile Plains busway station to School Road and includes provision for future extensions towards Springwood.

As part of Section B works, the Queensland Government invested a further \$36 million to extend the South East Busway from Eight Mile Plains to Rochedale (School Road) including provision for a future extension towards Springwood. The extension of the busway allows buses from Rochedale and Rochedale South to directly access the South East Busway network.



The completed interchange



The Electrical Infrastructure team

SOME KEY FIGURES

- 12 months
- 18 workers
- 40,000 man hours
- 4000m of conduit
- 60 poles

The GUSBUS Project had three primary objectives;

- **Safety** - safer connections with the Gateway Motorway, Miles Platting Road and the Pacific Motorway.
- **Efficiency** - a more efficient and reliable motorway and supporting transport infrastructure with capacity to accommodate future growth.
- **Connectivity** - improved connectivity and sustainable transport outcomes for communities along the motorway corridor between Wishart/Mackenzie and Eight Mile Plains/Rochedale.

CV Services was responsible for delivering three key areas:

- Civil Works, which included all of the pitting and piping of the impressive 4000 metres of conduit and the installation of 60 poles!
- Building Works, which included all of the street lighting, camera, pole and cabinet bases.
- ITS, which involved hauling all of the fibre for Main Roads and the busways.

"At the peak of the job, we had around 18 people working on the job, which included around 6 apprentices who had a great opportunity to work on such a massive project", said James Bevan. This works out to be approximately 40,000 man hours by our CV Electrical Infrastructure team that were required to complete the project. "It certainly was a full on year, we started the project in April 2013 and have recently wrapped up our works in April 2014".

"The project did come with its challenges, given the size and the fact that the road was to remain fully operational while we were working on it". Whilst generally Mother Nature was kind, the team were very unlucky one day when lightning managed to strike the only switchboard on site and melt it! The CV Electrical Infrastructure managed to overcome this and fixed it within a day which was a big effort in itself.

Along with the challenges came managing the intergration of the Main Roads and Busway ITS systems. At times the plans were different or the team had to work with supplier challenges, which proved difficult. The team managed to work around these hurdles and delivered high quality results by forward planning. James says that Karl Wraith, ITS Supervisor played an integral role in the success of this project as without his knowledge and relationships with the clients, the initial issues would have gone unnoticed and it would have delayed the completion of the project.

Karl Wraith explained how they went above and beyond for the client by delivering some clever solutions around the challenges. Karl said "We managed to successfully replace an operational cabinet without taking it out of service and fixed a fibre ring that was about to be installed which was faulty".

Both James and Karl said the project was successful and one that they are proud to have been part of.

BUSINESS LESSONS



Michael Blucher: Director at The Third Half

Michael Blucher is the author of Bubble Boys, a book examining the increasingly complex world of our nation's sports stars. (www.bubbleboysbooks.com.au)

Business Lessons - straight from the Locker room

After spending the better part of the past seven years, chronicling the lives of our top athletes, I've cobbled a "Top 5" of the less obvious parallels between elite sport and our more mundane (!) world of business.

Lesson No 1: It doesn't matter whether you're the King of the Castle or just a dirty rascal, we all require checks and balances in our lives to make sure we stay within the "field of play" – the field of fair play. The notion is best summed up by Sally Carey, long suffering wife of AFL uber star Wayne: "We're all to blame. Nobody ever told him no". It's the same in business. Find somebody you trust who's brave enough to tell you what you don't necessarily want to hear, to challenge your thinking, even provide you with an alternative.

Boundaries.
We all need them.

Lesson No 2: Closely related, You're only as good as the company you keep. A lot of young and impressionable athletes, hell bent on "fitting in", are drawn towards disruptive influences who can impede their progress, even damage their career long term. Identifying the right sort of guidance can be challenging, particularly when you're young and naïve, or without solid foundations. But it's crucial. Seek out suitable mentors who can help steer you around the potholes. Good people gravitate towards one another.

You're only as good
as the company
you keep.

Lesson No 3: Professional sport is the global gold medalist in extracting the last skerrick of effort and excellence out of the human mind and body. The one and two percenters. More meetings, more video sessions, another hour in the gym or the isotonic chamber, whatever that it.

Balance is paramount.

But you know what?

In a lot of instances, their coaches and "minders" would be better off sending them home, and having them channel their energies into something completely foreign – some study, some work, a community initiative. Anything. Yes, they need to be prepared, immaculately prepared, but they also need perspective.

Lesson No 4: Our sportsmen and women are susceptible to the same immutable laws of laws of marketing as any product or service. Athletes can benefit by understanding what makes them special or unique, but at the same time, keeping an eye on the "target audience".

Branding.

Nothing in a brand sense happens quickly. Strong brands are built over time. When expectations are consistently met, a certain "pedigree" is established. Sometimes athletes are unduly criticized, other times, they are exalted without true cause, but over the course of their career they finish up with the reputation they roughly deserve. Just like in the business world.

Lesson No 5: Just ask Darren Lehmann about this one. The Australian Cricket team was essentially a basket case when he took over the reins in mid 2013.

The fun factor.

The "working" environment was riddled with selfishness and distrust. The first thing Lehmann did was introduce a sense of fun. Card nights, trivia nights, jokes of the day. Michael Clarke was forced to put his credit card on the bar. Skipper's shout, like it or not. Very quickly, the players were reminded why they were playing the game in the first place. Not all working environments are potentially as attractive or appealing as playing sport for your country. That's just means we have to work a little harder in finding enjoyment in what we do.

As Lehmann has demonstrated, if you do, there's every chance you'll start posting a few wins.

OUR PEOPLE



ALAN FISHER

General Manager Asset Services

With twenty five years plus industry experience including commercial, industrial and residential sectors Alan heads up the Asset Services business. Alan's mandate is to provide an industry leading facilities management and maintenance solution through an experienced team of 70 plus people.

Best advice you've ever been given

Let your conscience be your guide (Boyd Fisher – Father).

What do you do in your down time

Exercise and spend time with my children.

What life achievement are you most proud of

Providing a healthy and safe environment for my family.



NOEL COSGROVE

General Manager Electrical Construction

Noel heads up the Electrical Construction team of 120 plus people. This business provides a complete electrical design and construct services to the construction sector. A qualified electrician with over twenty five years experience Noel has the experience and capability to get the job done.

Best advice you've ever been given

If you can't identify your weaknesses how can you ever hope to develop yourself.

What do you do in your down time

I watch football (the world game) and work on projects around the house which never seem to end.

What life achievement are you most proud of

Packing up my family, leaving a good successful business in England to move to Australia.



TRISTAN JENKINS

General Manager Electrical Infrastructure

The Electrical Infrastructure team provides a civil and electrical service to the infrastructure sector through an experienced team of 80 plus people. Tristan's 20 plus years experience together with his technical capability, ensure that the business can deliver to our customers.

Best advice you've ever been given

Attitude counts far more than talent – and recently make sure you get quality work and family balance.

What do you do in your down time

See above – quality family balance – and building my Harley.

What life achievement are you most proud of

The achievement I am most proud of is watching both my sons growing into confident young men.



DAMIEN NIELSEN

General Manager Signage Solutions

Damien started with the business as an apprentice and has grown through the ranks to lead the signage business. With over 25 years signage experience Damien leads an experienced and capable signage design, manufacture and install team of over 70 people.

Best advice you've ever been given

Do what you do well boy.

What do you do in your down time

BCF (boating, camping, fishing) – and sometimes beer and bad manners.

What life achievement are you most proud of

Having two fantastic young boys who share the same DNA as my wife and myself.

BAC FM CONTRACT

Asset Services

CV Asset Services delivering the facilities management edge to BAC

Brisbane Airport Corporation (BAC) is the operator of Brisbane Airport, the premier gateway to Queensland and the third largest airport in Australia by passenger numbers. BAC has a vision for Brisbane Airport to be world best and the preferred choice for passengers, airlines, business and the community. At the heart of it's operations, BAC values building collaborative relationships, being proactive and innovative, acting with integrity and commitment, and providing service excellence.

In line with the BAC worlds best practice vision in 2013 BAC went to the market seeking providers who can manage the BAC facilities in line with this vision. The stated BAC objectives at the time were to

- achieve continuous cost reduction;
- ensure that the Assets are maintained in a manner which results in the Airport operating continuously in a safe and efficient manner
- ensure that BAC complies with all statutory and regulatory requirements;
- improve the promptness, quality and reliability of maintenance work;
- optimise the life of the Assets through routine inspections, Preventive Maintenance and Corrective Maintenance;
- provide integrity, honesty and a spirit of partnership with BAC in the performance of the services

CV Asset Services was privileged to be awarded the facilities management contract by BAC. Alan Fisher (CV Asset Services General Manager) said “the outcome was a fantastic vote of confidence in the CV Asset Services team. We had been delivering electrical maintenance services to BAC for over 20 years and this result reflected the confidence that BAC has in the CV Asset Services team.” He indicated that the tender process was very rigorous and required CV Asset Services to demonstrate that they had both the capability and the capacity to deliver on the BAC vision.

The range of services provided under the facilities management contract includes electrical, plumbing, building, HVAC, fire, pest control and PA services. These services are delivered through a combination of self delivery and sub-contractors. The BAC FM contract team is led by Paul Grannell who is based at the BAC International Terminal Building. “Being based at the airport ensures that the CV Asset Services team is part of the BAC team plus we have the added benefit that our Head Office is based at the airport precinct. This means that we can respond quickly to any issues”.

With the BAC FM contract now well underway the team is now in place, the preventative and reactive maintenance services are being delivered and the systems interface between the BAC Maximo system are established. Whilst it has been a busy few months for Paul and the team the CV Asset Services team is justifiably proud to be working with BAC in delivering on their vision to be world best.



The International Terminal Building



Internal signage



Preventative maintenance



Paul Grannell and team

DIGITAL SIGNAGE

What is Digital Signage?

Digital signage refers to any electronic display that enables consumers to present their messages in more dynamically and targeted way.

Digital Signage can be found in diverse locations including: retail stores, hotels, restaurants and corporate buildings.

Market trends

The digital signage market has grown strongly in recent years and is expected to continue to grow at a rapid rate as companies look for more effective ways to get their message across and communicate effectively with their customers. Digital signage provides the potential to be used for a broad of purposes including advertising, point of sale, promotions and digital menu boards to name a few.

The CV Signage Solutions digital offering

With digital marketing becoming one of the most interactive and instant ways of communication CV Signage Solutions understand that we need to be able to offer our customers an integrated signage offer including both static signage and digital signage.

At CV Signage Solutions we offer a complete digital marketing solution ranging from hardware, software and content management to installation and technical support. We offer unique solutions which differentiate us in the market. With a nationally based installation team and a vertically integrated supply chain we can provide a comprehensive digital solution.

Managing the content for our customers is an additional value add to supplying the hardware and installation that we can provide. Content can be provided by the client or completely managed by the CV Signage Solutions team.

CV Signage Solutions point of difference

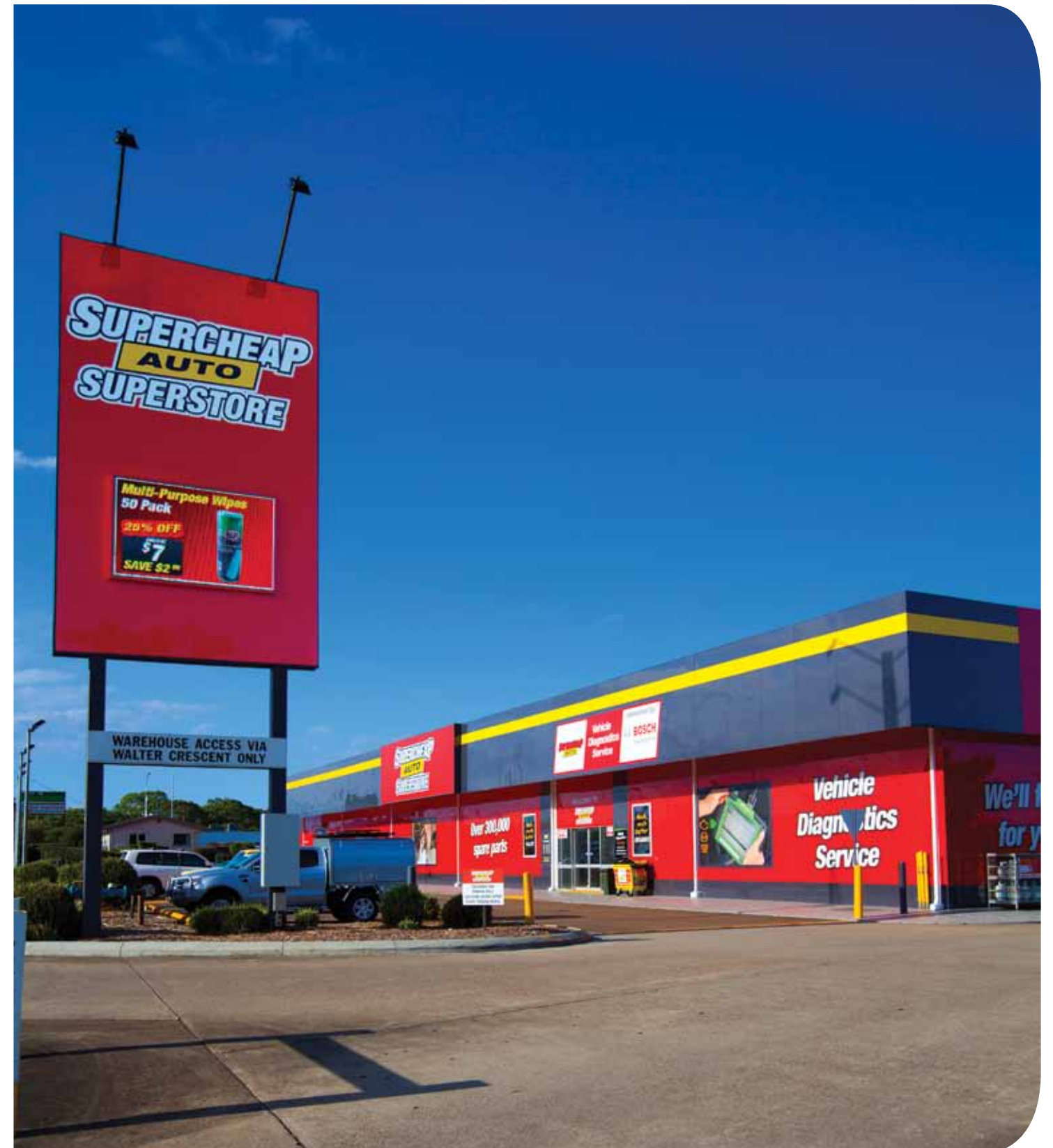
By providing and installing external and internal digital hardware and integrating a media / content management solution, CV Signage Solutions provides a one stop digital signage offer that can be tailored to the customer's specific signage and marketing needs.



the visual edge



BAC digital signage



Supercheap Auto Superstore at Strathpine

KEEPING HEALTHY

Back Fit Stay Fit



Back injuries and soft tissue injuries are a major contributor to work place injuries. The CV Services experience is consistent with this trend and we continue to see more of these type of injuries than we would like.

Back injuries can range from a minor niggle which slows people down through to a major spinal injury with far reaching consequences for the worker and their family.

The good news is that with the right level of awareness and some simple tools almost all back injuries are 100% avoidable. In February, we conducted a session with the Spinal Injuries Association which aimed to increase awareness of the consequences of a back injury and gave our staff some real life practical tips on how to avoid injuring their backs both at work and at home.



Spinal Injuries Association Session with Paul Bailey



Peter Irving showing the way



Trade Services stretching with Peter Irving

DID YOU KNOW...

- 70% of spinal cord injuries are sustained by men
- Falls, road trauma and water related accidents are the main causes
- Most injuries happen to people under 35
- There are approximately 90 Spinal cord injuries in Queensland each year



Spinal Injuries Australia was formed in 1960 and initially began as a public meeting of people with paraplegia and quadriplegia to advocate for their needs.

Over the years, Spinal Injuries Australia has grown to become Queensland's leading organisation for people with a spinal injury, due to its specialist knowledge and more than 50 years' experience.

Spinal Injuries Australia believes in rebuilding lives, promoting independence and preventing injuries. A key initiative of Spinal Injuries Australia is the award-winning Spinal Education Awareness Team (SEAT) which takes its messages into schools and workplaces across Australia.

The SEAT at WORK program builds on the success of a school-based program which has seen more than 1.5 million students across Queensland in the past 27 years.

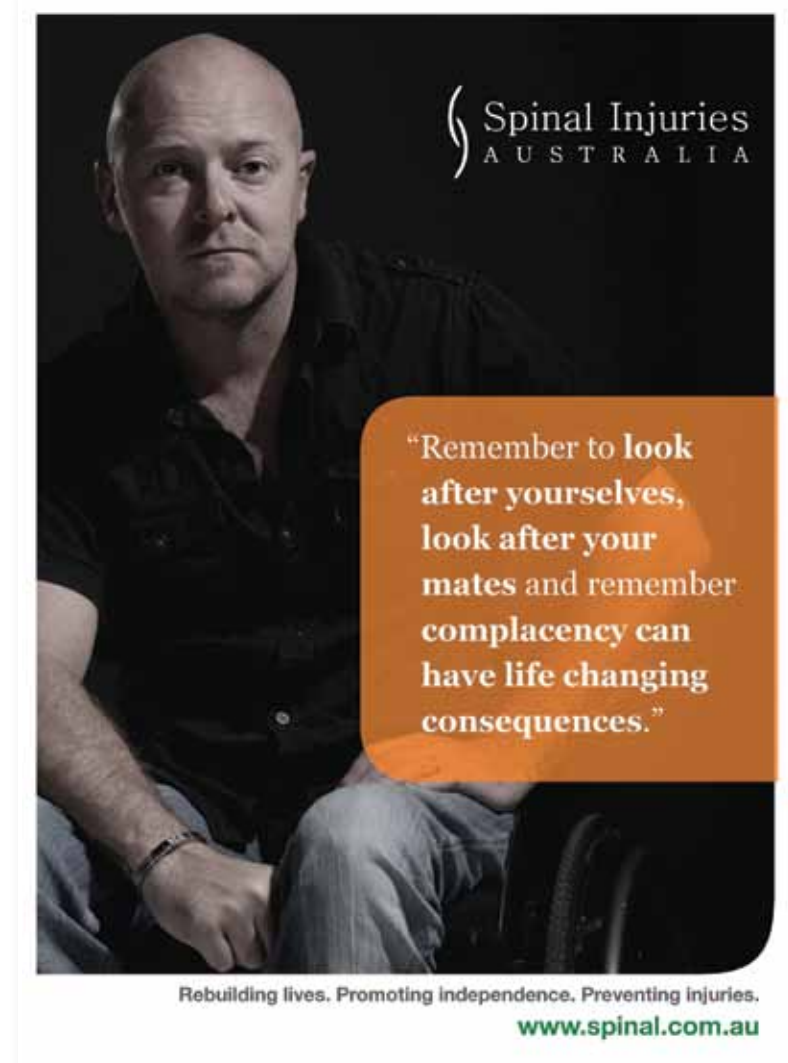
SEAT presenters are all volunteers who have a spinal cord injury and use a wheelchair. They are extremely passionate about promoting injury prevention by sharing their personal stories and experiences.



CEO Andrew with Paul and Peter



Paul Bailey with his family



To find out more about the SEAT at WORK program or to book a session, please contact Spinal Injuries Australia on 07 3391 2044 or email seatatwork@spinal.com.au.

