

THE CONDUIT

ISSUE #2

2014



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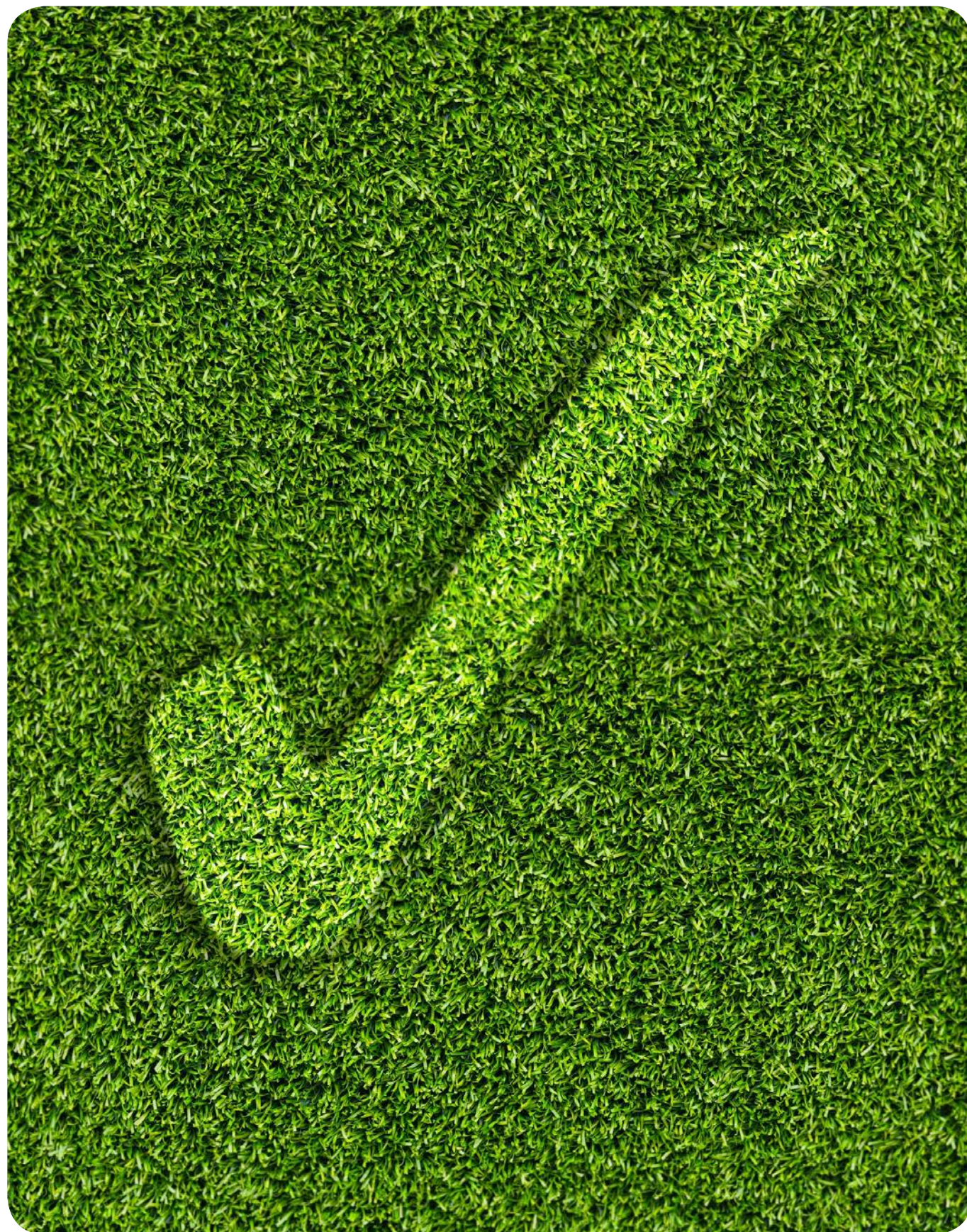
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CV Services Group is now proudly Environmentally Certified in addition to our existing certifications for Quality and Safety.



WELCOME

“A business that makes nothing but money is a poor business.”

Henry Ford

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Welcome to edition two of the Conduit. A lot has happened in 2014 and it is hard to believe that we are nearing the end of the year. It is encouraging to be able to say that the year has been a busy one for us and our customers. In this edition you will see some of the projects we are either working on or that have been recently completed.

Even more important for us this year has been our safety journey. While you can read more about our safety performance in the Conduit, it has been great to be able to report that we have worked close to 1 million man hours (nearly 18 months) since our last lost time injury. In a business where each day our team members deal with real risk this is an outstanding achievement that we are very proud of. Equally encouraging has been the external recognition we have received by winning the 2014 QLD Department of Workplace Health and Safety Safe Work Award for most improved safety performance, and the 2014 BAC CEO Safety Award. Whilst no one is in business to receive awards, it is always nice to be recognised by your industry peers.

No doubt you are like us and busily working towards the end of the year – and also probably looking forward to a well earned break. We would like to take this opportunity to say thanks to all of our clients and partners for their support in 2014 and wish everyone all the best for Christmas, the holiday period and a successful 2015.

Andrew McMaster
Executive Director & CEO

Ed Phelan
Executive Director & COO

A NEW CONCEPT IN HOMEWARE RETAILING

MUSE by Pillow Talk is leading the way in homeware retailing with the launch of the new MUSE concept store at Indooroopilly Shopping Centre. The MUSE team were looking to develop a space that would lead the way in conceptual shopping. Described by Kate Spencer (General Manager MUSE) as “a website you could literally walk into, but a website that was home, that was comforting, and above all, entertaining for our customer” the MUSE store cleverly uses digital signage technology to enhance the customers retail experience.



The CV Signage Solutions team has had a long standing relationship with Pillow Talk and were brought in at the very beginning of the MUSE concept. Consulting with the Pillow Talk team on the digital signage options, the CV Digital team were able to create a technology solution that delivered on the MUSE concept vision.

Four large screen video walls create a unique, informative and relaxing atmosphere for the MUSE customer experience and allows the MUSE team total flexibility to change the messaging and images depending on the seasons or the promotional focus.

The CV Signage Solutions team provided an integrated digital signage solution for the MUSE store including ;

- comprehensive site surveys to ensure that the options proposed worked in the retail space,
- design of the video walls including development of the most effective resolution and aspect ratios,
- complete installation works including coordination with shopping centre management and the shop fitters,
- development of system design drawings, and
- implementation of the content management system.

The timetable was tight with four months from concept to store opening. “The accelerated build meant that all parties had to work closely together and ensure that, at all times, the communication lines were open” said Matt Taylor (CV Signage Solutions AV Business Manager).

The end result has been well received with strong positive feedback from the customers, signalling that the MUSE concept is here to stay.



VEEFIL RAPID CHARGING SOLUTION FOR ELECTRIC VEHICLES

Asset Services



The Veefil® fast charger is a rapid recharging solution for drivers of electric vehicles. CV Services is proud to be working with Tritium as their installation partner in delivering this world leading technology to the Brisbane market.

Designed for installation in public locations, Veefil® fast charging delivers range confidence to electric vehicle drivers on the road – providing a convenient point for charging up in less than 30 minutes. The Veefil® fast charger is a bespoke design based on over 10 years of electric vehicle technology development. It has the world's smallest footprint, is easier and cheaper to install and simple for drivers to use. It is Australia's first and only designed and manufactured electric vehicle fast charger.

While Australian electric vehicle sales are slower than elsewhere, it is becoming a lot more popular given the payback in terms of cleaner cities and fuel savings.

"Electric vehicles in general are about a third to half of operating cost of similar petrol vehicles," Tritium commercial director Paul Sernia said "If you're recharging using off peak electricity you can save even more."

The company plans to roll the chargers out here as part of its fast cities network for Brisbane.

"We want to use Brisbane to showcase the technology and what can be achieved and the council is very supportive," Mr Sernia said.

Tritium, which won the innovation award at last year's Lord Mayor's Business Awards, was currently in the midst of moving its staff of 14 to bigger manufacturing premises in preparation for a rise in demand.



AUSTRALIAN CATHOLIC UNIVERSITY UPGRADE

Electrical Construction

Having celebrated the 10 year anniversary of the Banyo Campus in 2013, the University's exciting expansion program has continued with the construction of a new landmark building – dubbed Building T. CV Services has been very pleased to be able to work with Tomkins Commercial and Industrial Builders on the electrical works required for this building.



Designed to achieve a high level of sustainability in energy, water conservation and waste management, the three-story building will have 5,500 square meters of ground floor area. A feature of the \$18m development is the design which allows the building to melt into the natural bushland setting and reflect the existing heritage structures on campus.

Associate Vic-Chancellor (Brisbane) Professor Jim Nyland said the building will be a hub for postgraduate and professional education for learning, research and industry engagement. "The interior environments are designed to maximise functionality, showcase innovation in learning encourage participation collaboration and support communication and interaction," said Professor Nyland.



TOMKINS COMMERCIAL & INDUSTRIAL BUILDERS PTY LTD

CV Services was engaged by Tomkins to;

- provide power supply to Building T including the simulated hospital theatres and medical rooms,
- install intelligent lighting controls and a fully operational security and access control system,
- construct structured cabling systems for the buildings communication
- install an additional Fire Panel to link back to the existing Campus and
- upgrade the Campus Main Switchboard and substation, whilst at the same time having to temporarily supply the campus with generator power.

CV Services team installed during the course of the job;

- over 1200 lights throughout the building including a 44m long and 12m wide light designed to form the shape of a suspended Cross in the main foyer, and over 250m of LED strip lighting,
- upgraded existing campus street lighting,
- distribution system, consisting of 2 main switch boards, 6 distribution boards, connections to 11 mechanical switchboards and multiple T-off boxes,
- over 15 kms of cable and 1 km of cable tray and
- medical panels and lights for the simulated hospital environments.

The key challenge the team faced during the job was working to a tight time frame with high quality finishes and unique architectural design.

BRISBANE AIRPORT TARMAC UPGRADE

Electrical Infrastructure

Brisbane Airport is the second busiest capital city airport in Australia servicing over 21 million passengers each year. To keep providing quality services to its clients and passengers Brisbane Airport Corporation is upgrading infrastructure at various locations throughout the airport. The ultimate goal of these projects is to add more usable parking and service areas for aircraft and bring existing plane parking bays up to CASA MOS standards.

The CV Services team is currently working on two Brisbane Airport Corporation projects. DSAE (Domestic Southern Apron Expansion) for BMD as a subcontractor and ALU (Airport Wide Lighting Upgrade) as a principal contractor to BAC.

Domestic Southern Apron Expansion

The DSAE project involves the addition of extra apron and parking areas to the south of the current Domestic Terminal. Due to the operational needs of the airport, the construction program was staged to accommodate the airport stakeholders. As construction finished in one area, that area would become operational with planes and passengers using it. The scheduling of works and ability to construct is critical because of the many tight deadlines.

The environment at the airport is reclaimed land, meaning it is sand based with a water table that can reach 700mm under finished levels on high tide. Much of the trenching works undertaken have been below the water table, so the team had to continually pump water out of the trench, and needed to install a concrete blinding layer, to create a platform on which to build.

The works undertaken included ;

- installation of the underground services which meant the excavation and movement of over 4,500m³ of material,
- encasing the services underneath aircraft pavement in concrete. (totalling 400m³ of concrete encasement),
- the installation of 70 concrete pits, 38 of which are Class G rated weighing in at over 270 tonnes,
- over 14 kms metres of conduit, 17 kms of Main and Sub-mains cabling, 5 kms of UPS cabling, 6.5 kms of ELV control cabling, 4.5 kms of Fibre optic cabling and 3 kms of airfield lighting primary cable installed
- extensive lighting including twelve 30m tall floodlighting towers, 46 x 1000w Phillips floodlights and sixteen 9m streetlights,
- plus 14 x switchboards and 14 x Axis PTZ cameras.

The team also won and completed variation works for G20, installing multiple new CCTV sites around the airport.

To date we have used 7,500 labour hours lost time injury free with a team of 14 at the peak of the project. The team has been recognised for their efforts, receiving an award from BMD on the SDAE project and contributing to the BAC CEO safety award.



Airport Lighting Upgrade (ALU)

After an extensive tender and award process, CV Services was chosen by BAC as a principal contractor on the ALU project. The project consists of three main areas, being the Logistics Apron, General Aviation Apron, and Domestic Terminal Apron.

A key challenge of the project is the necessity to be in close proximity to operational areas. Airside works at the airport create many safety challenges, as there are numerous interfaces with the public and airport stakeholders.

The ALU works include;

- sixteen new switchboards
- twelve 30m tall floodlighting towers and footings
- ninety-six 1000w Phillips floodlights
- over 6 kms of conduit and 8 kms of cabling

The team has successfully delivered the first package of works which is the Logistics Apron. G20 time constraints placed enormous pressure on the CV Services team to deliver. The first package was delivered early and we completed another CCTV site as a variation. A pleasing aspect is the positive feedback from BAC on CV Services' quality and safety focus, and attention to detail during this period.



MEET THE TEAM



RICK DURWARD,
Group Manager Business Development

With over 30 years experience in the electrical industry, Rick provides a wealth of knowledge in the industrial, commercial, retail and mining sectors. Ricks responsibility is to promote the CV Services offer by strategically identifying and assessing opportunities across all area of the group.

Best advice you've ever been given

"People might not always remember your name, but they will always remember the way you treated them" (Kevin Durward – father).

What do you do in your down time

I enjoy working on projects around the home and spending time with my family. However most of the time I find myself driving my children around.

What life achievement are you most proud of

Being able to provide the opportunities for my children to grow up and be the fine young adults they are today.



MICHAEL HODGE
Business Manager - Electrical Infrastructure

As the Business Manager for the Electrical Infrastructure division Michael is responsible for growing the customer base through effective bid management, targeted business development strategies and driving the estimating, quoting and pricing activity.

Best advice you've ever been given?

It's all about attitude, just give everything your best shot.

What do you do in your down time?

Fishing, stand up paddle boarding, and the occasional ½ marathon.

What life achievement are you most proud of?

Way too early in my career to have done anything that would be considered great!



ALEX BLAUW
Project manager - Electrical Infrastructure

As a Project Manager in the Electrical Infrastructure division Alex is responsible for ensuring the on time, on spec and on budget delivery of a range of projects. With a significant background in the HV sector through his Energex experience Alex brings a wealth of expertise and knowledge to the team.

Best advice you've ever been given?

Before accepting defeat, give it everything you have.

What do you do in your down time?

Enduro and adventure motor bike riding, fishing and camping.

What life achievement are you most proud of?

That is a difficult question, however, I would have to say the friendships I have made over my working life.



MATT TAYLOR
Business Manager - AV Solutions

Matt heads up the CV Signage Solutions AV business unit which delivers AV and digital signage solutions to our customers. With over 20 years in the industry Matt has a proven track record in being able to work with customers to develop the right solution for their specific business needs.

Best advice you've ever been given?

Think before you speak!

What do you do in your down time?

Spending time with my sons, watching rugby league, playing Xbox.

What life achievement are you most proud of?

Bringing an energy monitoring product to market from concept to initial deployment. Plus raising a young family.

EAST AFRICAN EXPERIENCE

Making a difference



Sometimes in our busy lives we forget that there is a different world out there, one in which poverty and deprivation are part of everyday life. Kenya, with a population of close to 45 million and located in the African Great Lakes region of East Africa, is a country which is challenged by extreme poverty. The Edmund Rice Foundation is actively involved in Kenya as part of its global charter to support sustainable development projects in developing countries.

In October this year one of CV Services' directors, Ed Phelan travelled to East Africa with the Edmund Rice foundation as part of the 'Gone Fishing' program. This program is a unique opportunity for participants to experience the dual nature of the African continent. It aims to introduce participants into a direct, one on one relationship with the patrons and the volunteers of the East African development projects.

The invitation to 'teach each other to fish' – is key to the Gone Fishing program. Throughout the immersion Ed was challenged to fully interact with the people of Africa; there were times when he was teaching in a classroom, assisting in a medical clinic, serving meals with the local orphans of the Kibera & Mukura slums and doing home visits with students. "It was incredibly confronting and really puts our lives into perspective. All these activities were aimed at awakening your senses and challenging your mindset" Ed said.

On returning to Brisbane Ed had a lot of people asking how he would sum up the experience. "I've just been to Kenya where I've witnessed poverty on a level that I could never have imagined. I was in disbelief with what I saw. On the flip side I saw an incredible side of humanity. I saw people that were making an incredible difference. I met beautiful children who wanted to be educated. I met young Africans who wanted change. I saw money donated by Australians making a real difference in the 3 projects that I visited."

As a life changing experience Ed highly recommends the program. "If you have the opportunity to take yourself out of your comfort zone and visit a more challenged part of the world I would highly recommend this type of experience. It's certainly puts things into perspective" he said.

If you would like more information on the work of the Edmund Rice Foundation please visit www.erf.org.au

OUR SAFETY JOURNEY

Safety is a journey, not a destination as the old saying goes, and in our experience this rings true. In October CV Services was successful in winning both the BAC CEO Safety Award and the 2014 QLD Government Work Safe Award for Most Improved Safety Performance. When we put together the submission for our nomination it was interesting to plot the journey we have been on since the group, in its current configuration, was brought together in 2008.

Phase 1

Get the basics right – if you follow the safe work systems you will be safe.

**WorkSafe
StaySafe**

Phase 2

Make the message more relevant and emotive – if you follow the safe works systems you will get home safely to see your family

**WorkSafe
HomeSafe**

Phase 3

Take personal responsibility – you are in control of your own destiny, if you think safety first your behaviours will be safe

**ThinkSafe
ActSafe**

In the last twelve months the safety positioning has been further supplemented to integrate wellness program into the mix under the “Stay Fit” badging.

The reported injury rates, both lost time injuries and medical treatment injuries were trending at levels that the group felt was not sustainable and were above industry benchmarks. Our analysis also indicated that the nature of the injuries was repetitive and more importantly preventable.

The group undertook a multi-faceted approach to reducing the injury rates. Key elements included consultation, safety promotion, policy changes and cultural change. In addition there was a focus on specific programs including a specific injury prevention program called Back Fit Stay Fit, which was developed in late 2013 and formally launched in early 2014. This program was built on two core drivers; awareness and education. We teamed with the Spinal Injuries Association and Peter Irving (Occupational Therapist) to deliver the program.

The result has been a significant and sustained improvement in our injury performance with LTIFR reducing from a peak of 27.7 in FY 09/10 to 0.0 in FY 13/14 and our MTI performance reducing from a peak of 60 in FY 10/11 to 8 in FY 13/14.

A key element of the improved performance has been the evolution in the group's safety culture. This has been reflected in the internal safety positioning from Work Safe/Stay Safe to the current Think Safe Act Safe.



EATING WELL

Sugar

Sugar consumption has exploded over recent years. A century ago you would be lucky to consume 2-3kg per annum. Fast forward to today and the average person eats more sugar than their own body weight per annum!

Problems with sugar consumption:

- Nutrient-empty and calorie dense
- Contributes to weight gain
- Tooth decay
- Suppresses your immune system
- Ages our body and decreases its functional ability
- Anti-nutrient - uses body's stores of vitamins & minerals during digestion so even when you think you are eating enough healthy foods, you're really losing more than you're putting in.
- Easily digested and absorbed straight into our blood
- Affects energy levels – sugar crash!

Breakfast

Fuel your body

Breakfast is important to ‘break-the-fast’ allowing our metabolism to kick into action.

- Provides your body with fuel and maintains a constant blood sugar level.
- Improves alertness, mental performance and memory.
- Combination of whole grains, fibre, protein and healthy fats.
- Breakfast eaters are more likely to be normal weight and receive the required nutrients.

The CV Services Eat Fit Stay Fit wellness program is focussed on providing useful information on nutrition to our team. We are partnering with Sonic Health to ensure that our team members can make informed choices on their nutrition.

**EatFit
StayFit**

A healthy well-balanced diet is the foundation of good health. Without it your whole body will suffer - mentally, physically and emotionally. The key to eating a healthy well-balanced diet is to choose fresh, natural unprocessed foods; and eat a variety of foods from the different food groups. Make sure you're getting a balance of important nutrients including complex carbohydrates, protein, healthy fats, vitamins, minerals and antioxidants to function properly. Cultures with long life spans are found to have an abundance of these nutrients at their disposal, both through food and water.

Health eating tips

- Eat lots of vegies and fruit – aim for 5 & 2 serves a day!
- Reduce portion sizes & eat smaller serves.
- Protein rich foods make a great snack – they help promote alertness & keep you fuller for longer.
- Eat every 3 hours to avoid the energy drop.
- Include healthy fats and avoid processed fats.
- Avoid sugar and refined carbohydrates.
- Preparation is the key – plan ahead.
- Drink lots of water – this keeps you energised and won't cause the sugar crash you can get from sugary drinks.
- Listen to your stomach – it takes the stomach 20 minutes to signal to the brain that it is full.

Be mindful of what you feed your body



Sonic
HealthPlus

sonichealthplus.com.au

