

THE CONDUIT

ISSUE #5

2016

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delivering the edge

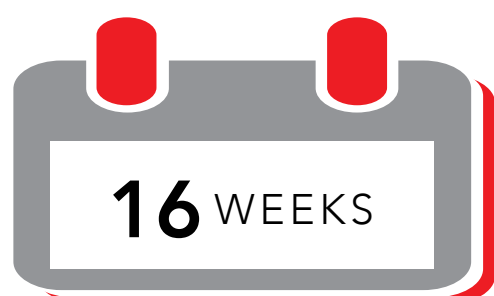


CV Services jumped at the opportunity to support **Wishlist** through donating our electrical services for The House the Coast Built project.

AUCTIONED ON THE 14TH OF FEBRUARY
the house sold for
\$505,000



IT WAS A FANTASTIC RESULT WITH A GREAT TEAM OF CONTRACTORS, A NET AMOUNT OF \$300,000 WAS RAISED



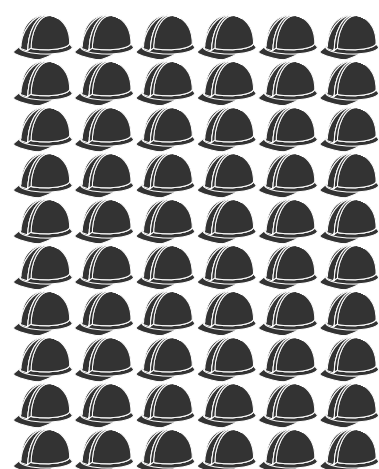
8 TEAM MEMBERS



TOP BRASS — APPRENTICES

\$300,000

60 LOCAL CONTRACTORS



RAISED

WISH LIST
↓ \$1 MILLION ↓
COMMITMENT FOR

EQUIPMENT
EDUCATION
FUNDING
RESEARCH



WELCOME

“In the business world, the rearview mirror is always clearer than the windshield.”

Warren Buffett

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We are all now well into 2016 and probably starting to think about the 2016/17 financial year and its upcoming challenges. Now more than ever it seems that the paradigm of the only constant being change itself is true, with increasing levels of uncertainty in the economic and political environment at global, national and state levels. A few years ago who would have thought the oil price would be around the \$US30 level and that the All Ords would be dipping under the 5,000 point threshold.

At CV Services we have recognised that due to new levels of uncertainty and pace of change, traditional planning is an increasingly challenging discipline, so we have refocussed our strategic planning program towards becoming a more agile and resilient organisation.

For us it means putting in place structures that increase our flexibility, and systems that recognise and respond quickly to change. Innovation is a key feature of an agile organisation and we have taken a few simple steps to build innovation into our culture, including the recent release of an app we have called Bright Spark - to make it easy for our teams to let us know about their great ideas.

This edition of our Conduit magazine showcases some examples of CV Services' focus on agility, including the development of our patented Mobile LED outdoor digital signage display units. These units were created in response to customer feedback on the need for a flexible, mobile digital signage option.

Resilience is also a much talked about concept both at a business and a personal level. This edition features the inspirational story of Matthew Ames who recently spoke with our leadership team and is an incredibly powerful example of the importance of personal resilience.

As always we hope you enjoy this edition of the Conduit.

Andrew McMaster

Andrew McMaster
Executive Director & CEO

Ed Phelan

Ed Phelan
Executive Director & COO

NEW MOBILE LED ADVERTISING DISPLAY

Media & Design

With the progressive integration of the real and digital world, it's becoming increasingly crucial for businesses to include digital displays as part of their overall signage package. Digital signage delivers highly engaging brand communication which is becoming more important for retail, real estate, trade and hospitality sectors as they seek to provide a seamless customer experience that integrates online and offline spaces, and facilitates the essentials of real time flexibility and environmental mobility. For many customers including digital signage as part of their signage strategy is a challenge, as the perception is that it locks them into fixed digital infrastructure. With this in mind, the CV Media & Design team set to the task of delivering a flexible digital signage option.



PROJECT SNAPSHOT: RAY WHITE SURFERS PARADISE

CV Media & Design have been engaged by Ray White Surfers Paradise to deliver a promotional video for an upcoming apartment development. Grand Central Apartments, located in the heart of the Southport CBD, will be constructed by mid 2018. The video will be showcased to potential investors interstate and international, providing an overview of the Gold Coast, Southport and Grand Central Apartments. This is a great opportunity for the CV Media & Design team as we expand our offering further into the Real Estate sector.

Through visual technique, the digital interactions can engage consumer imaginations.



The Mobile LED Advertising Display delivers the option to advertise across retail, hospitality, events and trade sectors. With the presence of a permanent sign and the flexibility of being mobile, businesses can deliver a message in a retail store one day and at a trade show the next.

Understanding the need for changing content and tailored messages, the signs have inbuilt remote communications capability, so their content can be controlled remotely by either the CV Media & Design Team or the customer. With the pace of modern day communications, customers can capitalise on the ability to alter their message in

real time via 4G networks to suit changing markets or campaigns. Measuring the success of how information is received one day, can easily influence the way a message will be delivered tomorrow.

As specialist providers delivering a complete digital solution, the CV Media and Design team have made digital signage easy by offering content design as well as the hardware, installation, and management of the sign. The team brings everything together to allow a seamless flow from the creative through to the technical function, ensuring that customers receive the optimum solution for their needs.

TOOWOOMBA LIBRARY

Electrical Construction

The Toowoomba City Library has undergone a complete transformation in its recent move from the old site to the development of a brand new premises. Moving to the corner of Victoria and Herries St, the new facility provides much needed improvements to the community space with the capability to cater to diverse groups and purposes.



The new library has three levels with undercover parking, complete access for those with disabilities and the inclusion of a number of key features including:

- An extensive library collection
- Childrens precinct
- Meeting rooms
- Multi purpose IT and training room
- Immunisation Clinic
- Three large seminar spaces
- Feature reading and presentation room
- External civic square and
- Numerous accessible community spaces



The Toowoomba City Library has been a key project for the growing regional centre and Project Manager Tom Hutton said “it was a fantastic opportunity for the local CV Services team to work on this type of development which will become a great community asset.”

Continuing our relationship with Hutchinson Builders, we were on site for over 16 months, delivering the full internal and external electrical design and construct. The job required a high level of interaction with up to eight CV Services team members on site throughout the project.

Across the three floors, the team delivered the full design and construction for the electrical, communications, security, lighting protection system and a full solar system. They also completed the external lighting, with over 130 lights and 17 flood lights to illuminate the civic square for night use. With 11 switchboards, over 1000 light fittings and 19km of conduit, the CV Services team were an active part in the final delivery of the landmark building

Working closely with the builders and key subcontractors enabled the CV Services team to remain on target with the strict construction timelines. New relationships were established with Infinity Solar and Ambush Security and existing relationships were strengthened with B-Communicated and Queensland Power Protection.



LADY CILENTO CHILDREN'S HOSPITAL



Asset Services

Opened on November 29th 2014 the Lady Cilento Children's Hospital effectively replaced the Royal and Mater children's hospitals to create the largest and most advanced paediatric facility in Australia. In its first year of operations the hospital cared for 37,741 children and young people as inpatients, and provided almost 189,000 outpatient appointments. It also completed 14,113 surgeries, of which 4,411 were emergency surgeries and 9,702 were planned elective surgeries. Its busy emergency department sees more than 63,600 cases come through its doors – that's an average of 175 children a day.



CV Services has been proud to play it's small but important role in ensuring that the LCCH can continue to provide the vital healthcare services to the children in Queensland. The Asset Services team has been engaged in providing the preventative and reactive electrical maintenance services for the hospital. "Our experience in providing maintenance services to a broad range of critical infrastructure areas including airports, defence and ports, meant that we had the capability and expertise to make sure that the hospital's electrical systems are up to the task" said the Asset Services General Manager, Alan Fisher.

Due to the critical nature of the health services delivered by the Lady Cilento Children's Hospital the team must respond within short time frames if the situation requires it. "The hospital environment is challenging as it is both highly sensitive and very active. This means that our customers need to have 100% trust in our capability and our ability to meet their high expectations of quality and delivery" said Alan.



NEW OFFER

Turnkey
Pumping solutions

The Asset Services team has recently expanded our range of technical services to include a complete pump engineering solution. Led by Malcolm Maxwell, the CV Services pumping offer will include the supply, installation, maintenance and servicing of all pumps, pumping systems and pumping equipment across a broad range of applications. We can provide a tailored pumping solution for commercial, industrial, tourism, defence, municipal, aviation and marine sectors. Delivering the best in water treatment and sewerage services, our team are specialists in pumping system design and the water treatment processes.



CONNECTING CUSTOMERS

Electrical Infrastructure



It's been predicted that the overall dollar value of work expected in the construction sector in Queensland will see a slow down across the 2016/17 period. However, after allowing for the contraction in mining, and the reduced investment in health and education construction, other key sectors are returning very promising prospects and forecasts. According to a recent Property Council of Australia Survey, optimism remains for forward development and capital growth across residential developments, industrial, retail, accommodation and retirement living sectors.

The Electrical Infrastructure team has been working to maintain a diversified offer across the broader infrastructure sector including Roads & Rail, Airports and Urban Developments. As part of their Urban Development offer the team have been working steadily to provide Large Customer Connections (LCC) design and construction for new and existing electricity connections over 1MVA (1000kVA). Previously this service could only be provided by Energex and Ergon Energy, however in 2010 the Australian Energy Regulator classified the new connections and upgrades as contestable works. This means retail, industrial and multi-residential customers now have more options and flexibility for

their connection assets in relation to design, construction, maintenance and ownership.

Michael Hodge (CV Services Business Manager) said "as an accredited LCC provider, the CV Services team has the capability to offer an end to end solution servicing the customers' needs whilst at the same time offering full compliance with the Australian Energy regulations.

A couple of recent examples of the Electrical Infrastructure team work in the LCC segment includes working with the Scentre group on their Westfield developments and with Maxcon on the Art Series Hotel development in Spring Hill.

PROJECT SNAPSHOT: SCENTRE GROUP



In line with retail demand, Scentre Group has a future development pipeline in excess of \$3.0 billion in Australia and New Zealand. In 2015, \$830 million dollars' worth of investment commenced, with key Queensland projects at Chermide and North Lakes. Following completion of a successful upgrade at Pacific Fair with the installation of four internal substations connecting 8MVA to the Energex network, CV Services has begun HV early works at North Lakes and is currently in the LCC design phase with Westfield Chermide. The growth in the retail sector in SEQ continues to look promising, driven by our ever-expanding population. CV Services is proud to continue its work with Scentre to provide the power for their development program.



PROJECT SNAPSHOT: ART SERIES HOTEL, SPRING HILL



Property Entrepreneur William Deague is staying ahead of predicted trends that will see an under supply of hotel rooms in the growth of Queensland's Tourism to 2022. The Electrical Infrastructure team has been contracted to deliver the LCC works for the state of the art building which will house 350 rooms, with the majority sold as apartments and 100 retained for the hotel. Due for completion in mid 2016, the team has commenced the construction phase for the connection assets which will supply energy to the 9,000 sqm property.

KMART PARTNERSHIP

Signage Solutions

Kmart opened Australia's first discount department store in Burwood, Victoria in 1969. It was the beginning of an Australian icon that has become one of Australia's favourite and most recognisable retailers. Today, Kmart has a network of more than 190 stores across Australia and New Zealand. Recently Kmart has undertaken a major refresh of its brand and stores, driving a strong desire for customers to experience the new Kmart.



As a global retailer Kmart has high expectations of their signage partners, with an emphasis on ensuring the consistency of Kmart's Corporate Identity. CV Signage Solutions was also challenged to present innovative research and development initiatives that will be implemented into upcoming Kmart stores.

We are proud to be working closely with Kmart in executing the store signage as part of the launch of the new Kmart image. In less than a year, CV Signage Solutions has become a turnkey signage solutions supplier for Kmart Australia wide.

The range of signage services provided included;

- Design and prototype
- Site surveys
- Manufacture of Kmart logos
- Facilitation of installation works in accordance with centre management
- Developed manufacture drawings and shop front drawings



We have successfully delivered signage for Kmart sites across Australia. Since our initial work we have further strengthened the relationship with Kmart and the team was proud to have been recognised at Kmart's annual Supplier Awards as a nominee for Supplier of the Year in 2015 and as the winner of the Project Manager's award in 2016.

We look forward to continuing to work with Kmart as a key partner in their refurbishment program.

The feedback from Kmart's management team has been incredibly positive:

"Your customer service, attention to detail, and simple innovations to make onsite work easier (e.g. labelling internal signage) have had an enormous and positive impact on Kmart stores throughout the country. We are undertaking the most ambitious refurbishment programme in the history of Australian retail, and we cannot do it without long-term relationships with great partners like you"



MATTHEW AMES & LEADERS WORKSHOP



Matthew Ames was 39 years old when what started as a sore throat resulted in the loss of all four of his limbs. He had contracted streptococcal resulting in toxic shock and was never expected to survive.

Now over three years later Matthew has beaten the odds, spurred on by the fact that he is the father of four young children and husband of a very dedicated wife determined to grow old with him.



"Without a doubt one of the best speakers we have had."

Andrew McMaster (CEO)



Since his limbs were removed, Matthew has been faced with incredible challenges. Some of the biggest have been in researching options available to him around his prospects, and setting expectations around how much he should anticipate to be able to do. He is one of very few quadruple amputees in the world, let alone in Australia.

Matthew came home in the first half of 2013, and is a continuing outpatient at the Mater Private Rehabilitation Centre in Brisbane. He has been focusing on his rehabilitation, and has started to share his story of resilience with others.

CV Services was privileged to have Matthew share his inspirational story with our leadership team at our 2016 Leaders Workshop. "Without a doubt one of the best speakers we have had." said Andrew McMaster (CEO). "Matthew's message about resilience, which he was able to break down into the four basic steps of acceptance, purpose, optimism and relationships, was incredibly powerful and really challenged our thinking."

MEET THE TEAM



STEVE WARNE

Electrical Construction - Sunshine Coast Manager and Senior Estimator

Starting with CV Services as an electrical apprentice Steve now heads up the electrical estimating team and provides overall leadership to the Sunshine Coast office. Steve directs the estimating effort in securing key projects for the team.

Best advice you've ever been given

You will only get as much out of life as you put in.

What do you do in your down time

Getting out on the water fishing, skiing & going 4WDing up the beach with the family.

What life achievement are you most proud of

Successfully working my way up the ranks to the position I am in today.
At home: Seeing my 2 kids grow and being so successful at school.



MALCOLM MAXWELL

Asset Services - Client Services Manager

As the newest member of our Asset Services team, Malcolm will spearhead the roll out of our pumping offer. With a wealth of industry experience Malcolm will deliver a total pump equipment, installation and maintenance solution.

Best advice you've ever been given?

Don't waste time worrying about what you cannot change.

What do you do in your down time?

I play football and I fight Muay Thai

What life achievement are you most proud of?

Raising my two daughters to be well adjusted balanced young ladies.



MARIA NGUYEN

Signage Solutions - Key Account Manager

Maria joins the Signage Solutions team in Melbourne as our Key Account Manager. With a strong background in sales and delivery Maria will ensure that we provide a tailored account management solution to our valued customers.

Best advice you've ever been given?

Always trust your gut instincts. If it feels right, just do it.

What do you do in your down time?

I eat pizza on the treadmill.

What life achievement are you most proud of?

Travelled 20 cities in 2 months: Honolulu, Las Vegas, Mexico City, Playa Del Carmen, Los Angeles, Tokyo, Kyoto, London, Paris, Amsterdam, Berlin, Barcelona, Ibiza, Split, Hvar, Dubrovnik, Athens, Santorini, Mykonos, Istanbul.



ASHLEY GREENER

Chief Financial Officer

With extensive financial experience in the construction industry Ashley is responsible for ensuring the financial health of the group. Ashley leads the Finance and Administration team in delivering the financial disciplines we need.

Best advice you've ever been given?

Think before you speak – try to think and give rational not emotional responses.

What do you do in your down time?

Enjoy spending time with the family, especially when we get to the beach, and I can go kayaking with my two boys.

What life achievement are you most proud of?

Taking the plunge to move the family from the UK to Australia.



www.cvservices.com.au

www.cvsignagesolutions.com.au

www.cvmediadesign.com.au