

THE CONDUIT 2017

IN THIS ISSUE

New CV Headquarters
Data, Communications
and Security

Town Square Redbank Plains
Logan Metro Sports Complex

Grand Central
Shopping Centre

Digital Hub

Callum Harewood's Journey

**Doing the Right Things
with the Right Energy**

Meet the Team



IN THIS ISSUE

New CV Headquarters	4
Data, Communications and Security	6
Town Square Redbank Plains	8
Logan Metro Sports Complex	10
Grand Central Shopping Centre	12
Digital Hub	14
Callum Harewood's Journey	16
Doing the Right Things with the Right Energy	18
Meet the Team	19

WELCOME

Welcome to the 8th edition of the Conduit. This edition marks a milestone in CV Services' evolution, with our move to a consolidated Brisbane facility at Hendra. When we look back it is hard to reconcile the current business with the little signwriting business in Banyo that started our journey nearly 13 years ago.

You can read more about the new facility in this edition. Suffice to say we are very proud of the efforts from the team over the years that have got us to where we are today. In particular, a huge thanks to our clients and supply partners for the long term support and confidence you've shown in our business over many years.

With another financial year pretty much done it has been a busy year as always. In this Conduit you will read about the new Data, Communications and Security offer from our Electrical Construction team, the electrical infrastructure work at Redbank Plains from our Energy Services team and

the efforts from our Assets Services team doing the plumbing and pumping works at the new Logan Metro Sports Complex. Also an interesting piece on Signage Solutions external and internal signage delivery for the large scale redevelopment of Grand Central Shopping Centre in Toowoomba.

From a people perspective, we recently had a great session with Bruce Sullivan who ran a workshop with our leadership team – Bruce's message about bringing the best you to the table was both entertaining and inspiring. Even more inspirational is the story about one of our team members, Callum Harewood, who was involved in a major vehicle accident in February 2016. His journey is a testament to the miracle of modern medicine and his indomitable spirit.

Thanks once again for being part of the CV Services extended family. If you are over this way let us know. We would love to show you the place – including our new digital hub which showcases the amazing things you can do with this media.

Andrew McMaster
Executive Director

Ed Phelan
Executive Director



NEW CV HEADQUARTERS

The CV Services journey started from humble beginnings with the 2004 acquisition of Neil Cox signs in the backstreets of Banyo. Fast forward 13 years and CV Services has grown to include five businesses with 500 team members and a presence in cities across Australia.

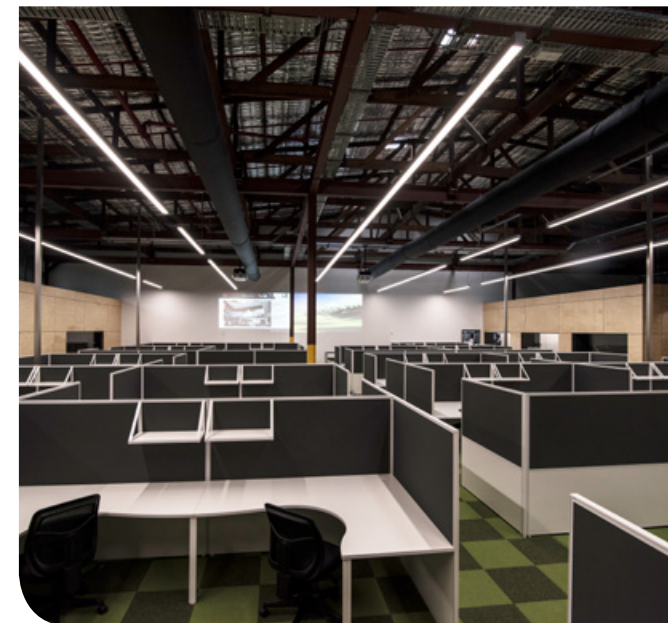
The next evolution in the CV Services journey has seen the four Brisbane based locations come together into a single multipurpose facility – CV HQ. The transformation of the Hendra site was an ambitious task which has seen three distribution warehouses in the Stockland Hendra facility become a fully functional operational environment for the whole group.

CV HQ is now home to the group Head Office function as well as all of the office based teams from our Asset Services, Electrical Construction, Energy Services, Signage Solutions and Media & Design businesses. Sitting next to the Head Office is the new Signage Solutions facility.

It is home to our complete manufacturing, print and operational activities for the signage business and includes a warehouse operation for the group.

For such a big task the move went exceptionally well. The Signage Solutions team managed the transfer of their full operations, while only shutting down production for one day in the two week moving period. Our office teams packed up on Friday afternoon and were fully operational in the new site by 9am the following Monday.

Local construction company Brett Walker Constructions managed all of the internal construction with the office build. The full electrical design and construct including the complete data and communications installation was provided by our Electrical Construction team. All signage was manufactured and installed by our Signage Solutions team while the digital media and screens were delivered by the Media & Design team.

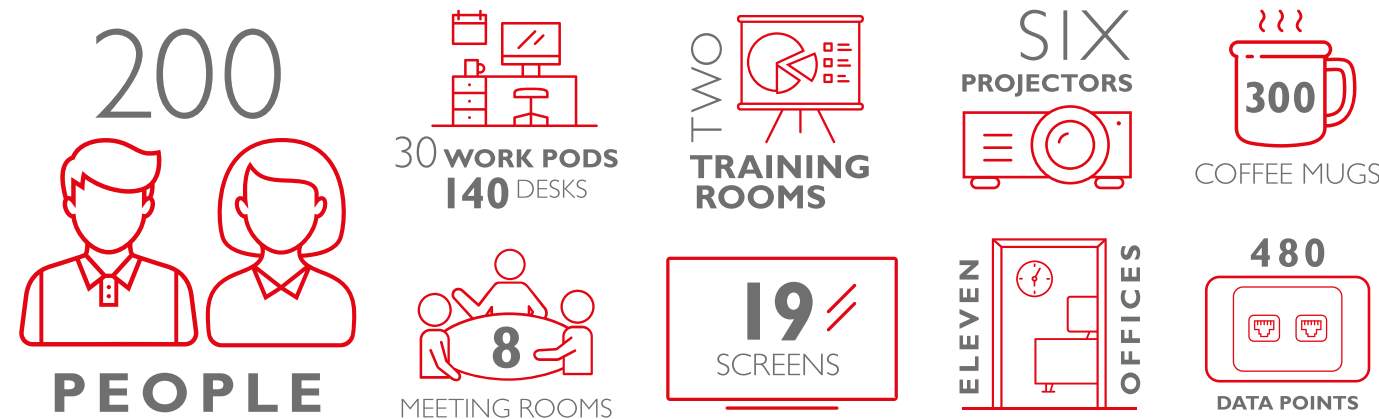


CV HQ features include:

- Office and work spaces for over 150 people,
- 8 Meeting rooms with full media set-up,
- 2 Training rooms with full media set-up,
- Fully equipped gym,
- Commercial kitchen and large staff lunchroom area,

- Digital hub,
- Storage and warehouse space for all businesses, and
- A complete signage print and manufacturing facility

The move to the new facility has provided a strong platform for the future direction of the business, with the capacity to support CV Services growth strategies.



DATA, COMMUNICATIONS AND SECURITY

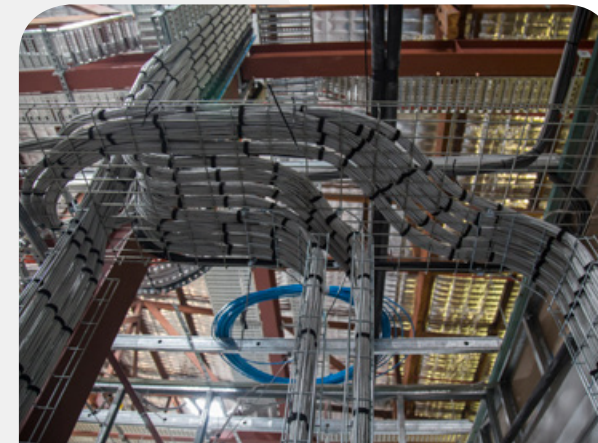
Electrical Construction

Providing our customers with an integrated offer has always been a key driver for CV Services. With continued growth in the Electrical Construction space, particularly jobs within the commercial sector, the team identified a need to offer a specialised data, communications and security service as part of our capability.

In response to this need CV Services has set up a special Data, Communications and Security team. Led by Project Manager Dave Logan, the team has the skills and experience to deliver a complete package including;

- Data & voice network design and installation
- Design & installation of Foxtel approved SMATV & MATV systems
- Design, installation and testing of fibre optic systems
- We offer a 25 year warranty on structured cabling and fibre optic systems install
- Intercoms,
- Security systems
- CCTV systems
- Full Commscope Warranty

The operational processes have been designed to deliver outcomes that seamlessly integrate into the overall electrical design. Specialising in the structured cabling works across all communications and data activities, the team has a sound understanding of the space, purpose and the surrounding environment. This allows a proactive approach to achieving the right communications set up for the client and the project, the first time, every time.



PROJECT SNAPSHOT: YOUI

With strong growth over the last five years, insurance professionals YOUI made the decision to move their Sunshine Coast operations to a brand-new HQ. Located in Sippy Downs, the new headquarters will offer work spaces and facilities for over 800 employees. CV Services was contracted to deliver a full electrical design and construct solution, including all data and communications services. Over four levels, the facility has 3,000 data points and two dedicated communications rooms. The CV Services team has been on site delivering the structured cabling systems for the data points and internal security. Project Managers Gary McCormick and Dave Logan have worked closely with Hutchinson Builders to ensure all racking and cabling is installed efficiently and correctly to optimise YOUI's communications within the facility upon final delivery.

PROJECT SNAPSHOT: CV SERVICES NEW HEAD OFFICE HENDRA

With an eye to the future, CV Services made the move to bring all four Brisbane locations together at a multipurpose facility in Hendra. Starting with not much more than an empty shed, the team has transformed the site to a 150-person head office, complete signage manufacturing facility, commercial style kitchen and large dining area, meeting rooms, training facilities, gymnasium and a digital hub.

The CV Services Electrical Construction team delivered the complete electrical design and construct, including the internal and external electrical, data, communications and security systems. The Data and Communications team designed and built all the cabling systems for the data networks and installed all the necessary racking and cabling through the main office and signage facility. On completion, the team successfully delivered 480 data points, an operational communications room and the installation of the full CCTV system for the facility.



TOWN SQUARE REDBANK PLAINS

Energy Services

Undergoing a real period of change, Redbank Plains is part of the growth story underway along the Centenary Highway. As part of the highway corridor, Redbank Plains is one of the suburbs showing the strongest dwelling growth as the population continues to climb. As a result of the population growth, housing developments through Springfield and South Ripley have been expanding with a flow on increase in the demand for retail and services in the surrounding area.

Redbank Plains Retail Centre has responded by undertaking a major refurbishment which included a new Coles, extensions to the existing Woolworths and the addition of 50 retail tenancies. Working alongside construction partners FKG, our Energy Services team was contracted to deliver the electrical infrastructure works for the retail precinct and adjacent traffic intersection.



On site for over 12 months, the Energy Services team delivered

- Two 1000kv padmount transformers to power the roadside tenancies
- One substation to deliver power to the centre
- Relocation of the overhead power 33Kv / 11Kv / LV, and
- Traffic intersection installation including traffic lights, signals and power

Working closely with FKG the team ensured that the works were delivered within the tight construction time frames. Negotiating the scheduling around the client, subcontractors and the public was critical to ensure minimal disruption to the centre. A key challenge throughout the project was ensuring the centre was able to trade on a business as usual basis and that disruptions to the surrounding operations were minimised.

The project and resources were managed successfully to ensure all works were delivered to a high quality and to the agreed specifications. Communication channels between CV Services, FKG and other stakeholders was critical to ensure the project was delivered on time and in line with the client's requirements. The centre and surrounding traffic signalling is now fully operational providing essential retail services to the growing area.

NEW PROJECT

New Parallel Runway Phase 2 Construction. The Energy Services team are looking forward to working with McConnell Dowell, delivering the Dryandra Road Underpass Electrical Package.

The Dryandra Road Project is a reinforced concrete 4-lane underpass structure, supported on approximately 700 precast concrete piles including 1.5km of roadway, full underpass fitout with portions of taxiway and airfield road mounted atop the underpass structure. The existing Dryandra Road is located north of the Domestic Terminal at Brisbane Airport and is to be realigned as part of the new runway project. The underpass will allow vehicular access either side of the new linking taxiways which will be constructed as part of the NPR project to connect the new runway in the west to the passenger terminals and existing runway system in the east. CV Energy Services is responsible for the installation and coordination of HV and LV cable and conduits, HV substations, emergency generators, CCTV, communications, pumping stations, airfield lighting, road lighting and ITS.

LOGAN METRO SPORTS COMPLEX

Asset Services

With the growing presence and popularity of the Brisbane Roar, investment has been made in a permanent purpose built training facility for the team. The Logan Metro Sports Precinct in Heritage Park is currently under development and will provide a home for the club's full administration and operations divisions. The multi-million-dollar investment will provide the team and Football Brisbane with the infrastructure to continue growing their talent depth and provide quality facilities for the players, coaches and support staff.

Offering an integrated service solution, our Asset Services Plumbing and Pumping teams have been contracted by BMD to deliver the first two stages of the project. The team has been on site for over 12 weeks, to deliver the fire, water and sewer infrastructure for the fields and two clubhouses and have been awarded stage three for the clubhouse construction. The Pumping team have also installed and made operational three pump stations for the site.

Keeping it in the family, our Energy Services team has also been on site delivering the electrical infrastructure works for the site power supplies and field lighting. Our CV Services Project Managers have worked closely with the client to ensure quality delivery across all services, and remain on track with the development and construction programs.

Built over an old land fill site, the infrastructure works required an in depth understanding of the environment and ensuring the correct pipe and conduit installations. The services work also had to ensure seamless integration with the clubhouse construction programs and take into consideration the prospects of extending the site into the future.

Roar Chief Executive David Pourre has expressed his excitement around the development **“Along with changing rooms and function and meeting rooms, there will be provision to expand on surrounding land and add administration facilities which will go a long way to advancing our club”**. The Roar look forward to the completion of the purpose built training facility to continue to grow the sport and the talent in Queensland with plans to establish a Roar Football Academy on the horizon.





GRAND CENTRAL SHOPPING CENTRE

Signage Solutions

Toowoomba and the Darling Downs region have experienced consistent growth over the past five years, with the boom of industry and infrastructure. The growth has seen a consistent climb in population, resulting in a greater investment in property and development. Consequently, there has been a demand for more comprehensive retail facilities. QIC made the decision to grow and expand the existing Gardentown Shopping Centre and develop Grand Central, which would become the main shopping precinct for the area.

Probuild secured the \$300 million dollar construction contract to redevelop the existing centre to provide a retail facility in line with the growth of the surrounding population. The new precinct has expanded the existing facility by approximately 45,000m² and is providing new department stores, supermarkets and an additional 160 specialty retailers.

Our Signage Solutions team was contracted by Probuild to deliver the signage for the new and existing centre. Delivering over 60 customised signs for the precinct, the team were engaged to provide the signs,

from production through to completion and installation. The project required careful planning and development with the removal and replacement of existing signs and the addition of new signs for the extension, including internal and external installations.

The team have customised and delivered a number of signs, including

- Fabricated lettering
- Illuminated
- Cantilever signs

The full production team was required to pull together for the large scale delivery, given the very tight lead times. Our signage teams from metal fabrication, route, acrylic fabrication, paint, vinyl, assembly and dispatch all played their part in ensuring on time and on brand delivery. As such a signature project for the town QIC and Probuild wanted to ensure the signage fit the new look and feel for the upgrade.



DIGITAL HUB

Media & Design

Media & Design's brand new digital hub provides an exciting and engaging foyer for all CV Services visitors. Highly flexible, the digital hub creates the ability to tailor media-rich content for visitors, provide a dynamic immersive atmosphere, and facilitate communication through interactive displays.

The purpose of the hub is to offer visitors, particularly those unfamiliar with digital signage, a chance to engage and see firsthand the digital customer experience. Having the display allows Media & Design to showcase not only the capabilities of the technology, but also the design capacity of their in-house creative team.

Encompassing a grand total of 16 digital screens and two projectors, the team have focussed on providing the **WOW factor**. The two walls provide a diverse experience with conceptual and creative versus industry specific displays.

SNAPSHOT: DIGITAL DESIGN

Content that is designed for the digital format ensures that viewers don't just glance – they engage. This was the intent behind the visuals designed for the digital hub. The standout feature of the room, the stacked video wall, is made up of a series of images designed to take viewers on a visual journey. In addition the projection mapping wall was created to make the audience feel as though they were looking into another world with a range of spooky and magical scenes. All visuals were created in-house by Media & Design's design and animation team.



Corporate Touch Screen

43" Philips interactive screen. As the first touch point, this interactive display enables visitors to learn more about CV Services; the five core businesses; projects; history and people.

Stacked Video Wall

2 x 47" and 4 x 55" Samsung screens with zero bezel mounted on specially designed video wall brackets. Epson projection surrounds the video wall allowing projection mapping content to enhance the video wall.

Projection Mapping Wall

Epson high brightness projector. Designed and created in-house from the wallpaper cut outs, to the animated content.

Digital Menu Boards

4 x 47" Samsung screens with zero bezel. Showcasing the ability to enhance the customer experience, displaying menu boards with full-motion video.

Video Wall

3 x 47" Samsung screens with zero bezel mounted vertically. Currently displaying a range of Pillow Talk store content, created and animated by the CV Media & Design creative team, to inspire and engage.

82" Portrait Screen

Large 82" Samsung screen mounted vertically presenting a variety of client work, highlighting the benefits of digital signage.

65" Touch Screen

65" Samsung screen with touch overlay. An impressive sized touch screen, demonstrating the capabilities of interactive software with a selection of client concepts. With a communication medium as visual as digital signage, sometimes seeing really is believing. Take the time to experience it yourself, next time you visit the new CV HQ.





CALLUM HAREWOOD'S JOURNEY

Staying Focused

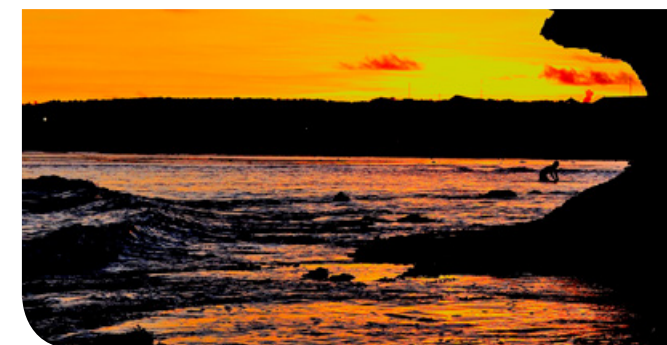
"You have to remain positive and block out the negative around you". It was the first Monday in February 2016 and Callum Harewood was starting his day the way he always would, heading to site in his work van with a week of electrical housing works in front of him. Callum never made it to site that day. Tragically he was involved in a major vehicle accident and rushed to hospital, changing his life as he knew it forever.

Admitted to the Nambour Hospital ICU, Callum was placed in an induced coma as the injuries he had sustained were life threatening. His parents immediately rushed to be by his side and became his voice when his body was only just hanging on. Refusing to accept that losing his leg was the only choice, his parents fought for him to be moved to the Royal Brisbane Hospital (RBWH) to explore other options in the hope that one day Callum's life could return to something as close to normal as possible.

15 months on and Callum has been through a journey that most of us would struggle to even imagine. The doctors at the RBWH were able to save his leg with a 3D custom

made titanium implant engineered and created in the United States. Dr Kevin Tetsworth of the RBWH was Callum's orthopaedic surgeon and said "Without the custom made implant, it would have been impossible. Nothing off the shelf would have worked and he would have had a mid-femur amputation." Describing himself as a "guinea pig", Callum said without his parents, the physios and doctors at the RBWH going in to bat for him, the outcomes would have been very different.

With six months of hospital based rehabilitation at the RBWH and the Princess Alexandra Hospital specialised spinal rehabilitation unit, his program was primarily based around physio and light occupational therapy. Callum said his nurses and physios were "as determined as he was to get him walking again". While walking remained the ultimate goal in this phase of recovery, Callum maintains that setting small goals along the way and celebrating every achievement was crucial in maintaining his spirits and spurring him on to keep going. His persistence paid off as he slowly but surely got to his feet again.



Re-learning everything from walking, sitting, standing, holding a fork and shaking someone's hand, Callum has never wavered from the constant progress forward. With the ongoing support he has received from CV Services, his Project Managers and team mates, going back to work was always going to be a non-negotiable. In April of this year, Callum was able to return to work in the CV Services Sunshine Coast office, undertaking a range of suitable duties as he continues to build his strength and rehabilitate his body. As a part of the Housing team, Callum has been building the switchboards for the sites, an activity he notes is not too dissimilar to the exercises he does with his physio.

From building one switchboard in 3 hours to now doing five in five hours, seeing him go from strength to strength has been inspirational for those who have witnessed his journey. The Sunshine Coast team are ecstatic to have him back at work, with Housing Manager Daryn (Fisso) Fissendon saying "It is so great to have him back on board as part of the team and all the guys are really happy to

see him here and see just how much he is improving." Enjoying his progress and feeling his bodies strength building, Callum knows he still has a way to go but the road ahead is looking positive. "Ultimately I want to get back on the tools, but I'm not putting any timeframes on anything, just taking each week as it comes and continuing to enjoy achieving the small victories."

Away from the office, he is excited by the prospects of getting back on his surf board and building up to riding that first wave. In the meantime, he has been in the pool, slowly growing his strength and confidence in the water. Not one to be too far from the ocean, he continues to enjoy fishing and developing his camera skills capturing the surfers and sites (pictured bottom left) around the Sunshine Coast.

Facing barriers and obstacles on his journey was inevitable but Callum's attitude remains extremely positive. Putting it down to "blocking out all the negativity" and always staying focused on his next goal, his progress and mindset is truly beyond what anyone would have ever expected.

DOING THE RIGHT THINGS WITH THE RIGHT ENERGY



Bruce Sullivan



Bruce is a proven performer in achieving results in people for over 30 years. His practical, hands on experience is based on working with individuals, families, businesses and communities providing education and opportunities for personal improvement. It is this experience that has given Bruce a unique understanding of our ability to relate to one another in the workplace and at home. This is what sets his work apart and gives a very practical and timely insight into relationships at work and home.

www.brucesullivan.com.au

Earlier this year Bruce Sullivan ran a workshop with our leadership team as part of our leader's offsite day. All 55 attendees came away from the session motivated, inspired and entertained by Bruce's session plus everyone agreed that his message was not only valuable for their working life, it also held true for their home life.

A few of the key messages that resonated strongly with the team were ...

Be open to feedback – no matter how good or bad the feedback is any feedback is good and can be used constructively if you have the right mindset. Even when someone says to you that they think you stink ask the simple question “thanks for the feedback and specifically why do I stink?”. By drilling deeper and getting into specifics you can identify and address issues rather than focus on personalities.

Do the right things AND with the right energy – it is not enough to just turn up and do the basics. If you are just doing what you need to do and either doing it grudgingly or just giving it lip service, you may as well do not do it. As a leader people take notice of what you do as well as how you do it. Their motivation and attitude will be driven by yours.

Inquisitive and helpful – adopt a mantra of “what's happening and how can I help” when dealing with people and your teams. By finding out what is going on and asking the next question of how can I help you will be setting the right example as a leader. And importantly your team see you as someone who is interested and what they are doing and how you can add value.

MEET THE TEAM



Liz Weston

Based in Melbourne, Liz is a Key Account & Project Manager for our Signage Solutions team, working closely with new and existing customers so we can deliver spectacular customer service for all their signage needs.

Best advice you've ever been given? Treat others the way that you would like to be treated.

What do you do in your down time? Salsa dance, travel, renovate and enjoy good food, good wine and good friends.

What life achievement are you most proud of? Tough question! There has been a lot of life! I was the first female to win Sales Representative of Year in Victoria for Retravision. I was told that women didn't make good sales reps in my industry! I achieved it in my first full year as a rep.



Chris Stanley

Chris leads the field teams as Construction Manager in our Energy Services division. With a wealth of knowledge and experience in the electrical infrastructure sector, Chris is an incredibly valuable addition to the team.

Best advice you've ever been given? You can only afford to win what you can afford to lose.

What do you do in your down time? Anything fishing and salt water related, whether that be on it, in it or more so lately watching it, however I still seem to keep buying more fishing gear.

What life achievement are you most proud of? After many many years of working long hours, working away and being married to the job I got married for the first time in 2015 to my beautiful wife.



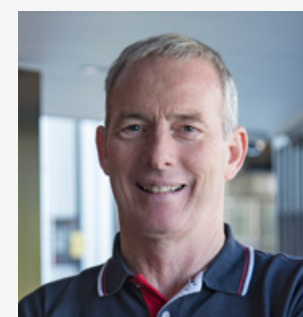
Glenn Haywood

As Finance Manager, Glenn's role is to facilitate and lead the finance teams activities. With an extensive background and knowledge within the finance sector, he has been a welcome asset to the group's financial operations.

Best advice you've ever been given? There's two things that come to mind – Don't wait for things to come to you - work hard for what you want; and Happy wife, Happy life.

What do you do in your down time? Spending quality time with my family, watching our two sons play sport, supporting the mighty Brisbane Lions and trying to stay fit.

What life achievement are you most proud of? Without a doubt it has to be being a good father and husband.



David Logan

David moves into his role as Data and Communications Project Manager, spearheading our extended offer for the Electrical Construction team. Dave has over 20 years of specialised knowledge and experience.

Best advice you've ever been given? From my father "Listen more talk less" followed by a clip round the ear!

What do you do in your down time? Play golf.

What life achievement are you most proud of? My twins Kerryn and Craig.

1300 332 029

www.cvservices.com.au



delivering the edge

Brisbane Head Office

148 Hedley Avenue
Hendra QLD 4011

PO Box 3260
Hendra QLD 4011

Brisbane Operations

148 Hedley Avenue
Hendra QLD 4011

PO Box 3260
Hendra QLD 4011

Sunshine Coast

6/127 Sugar Road
Maroochydore QLD 4558

PO Box 461
Mooloolaba QLD 4557

Townsville

Unit 2, 39-53 Hugh Ryan Drive,
Garbutt QLD 4814



the visual edge

Brisbane Signage Solutions

148 Hedley Avenue
Hendra QLD 4011

PO Box 3260
Hendra QLD 4011

Sydney Signage Solutions

2/28 Holbeche Road,
Arndell Park NSW 2148

**Melbourne Signage
Solutions**

8/15 Thackray Road
Port Melbourne VIC 3207



the digital edge

Brisbane Media & Design

148 Hedley Avenue
Hendra QLD 4011

PO Box 3260
Hendra QLD 4011